



The Guide to HR
Outsourcing

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Outsourcing Resource Management

An innovative solution for a new environment

Rebecca Hardie-Clay



The key to success of an organisation is its people, yet meeting those human resource requirements, demands a considerable, ongoing investment in time and money.

Here at the start of 2010, there's one thing you can't fail to notice about the HR recruitment marketplace: the balance of supply and demand is changing.

Competition for skills has prompted many companies to use multiple staffing agencies, PSL's and various vendor management arrangements. Often than not, this compounds rather than ease issues of cost control and commitment of HR management time to the recruitment tasks.

Resource Management from Q People HR addresses such issues and delivers substantial benefits. By outsourcing the recruitment function, in particular the transactional elements, to Q People HR you can make real cost savings and focus on the core strategic HR tasks, while fully maintaining the highest standards.

Outsourcing – better, faster, more cost effective

Of course, some organisations, driven by procurement issues, will continue to use a multiple channels to satisfy that need, with an emphasis on multiple third party suppliers and advertising.

In our experience, these organisations are finding it ever harder to secure the best talent. Outsourcing providers a more targeted approach and allows you not only to reach superior numbers of suitable candidates, it also ensures focus on the people who best match your needs.

Our objective is to establish **Q People HR** as the logical and obvious “*first choice*” for clients, when seeking to fulfill a requirement. We want to build natural and relaxed business relationships. Continuously delivering reduced recruitment costs and offering the widest access to a managed supplier and candidate pool. All of which can be delivered within a short timeframe and with less demand on our customers' resources.

After all, we wouldn't pay exorbitant agency fees for our staff and we're certain our clients won't!

Advantages of outsourcing recruitment:

- Manage recruitment costs more effectively
- Improve candidate quality and retention
- Reduce recruitment time
- Create a flexible supply chain
- Maximize control and compliance

Benefits to your organisation

Logical first choice for cost effective solution

Rebecca Hardie-Clay

Instant cost savings

Resource Management is streamlining and creating visibility and control over your recruitment costs and processes. Our outsourcing programme identifies different components such as, total spend, target high cost activities and allow us to deliver real hard cost savings.

During the process of consultation, we fully establish your collative recruitment costs. By utilising our expertise and purchasing power to negotiation the most competitive fees with recruitment and advertising agencies, and through process improvement, deliver huge efficiency savings.

Delivering quality personnel

Resource Management is the simplistic way to resolve sourcing and retention issues. Q People HR will develop and administrate on your behalf, a cost effective sourcing strategy by utilising agencies, advertising, web sites and a unique database of direct applicants that are matched to your business. Through this strategy a competitive and flexible supply chain is developed.

Q People HR will compliment your culture and focus on promoting your business with a competitive market and become the employee's obvious and logical 'first choice'. By overlaying this strategy with a uniform measure of centralised screening to deliver pre-qualified and short-listed candidates to your hiring management, who can then focus on final candidate section, induction and retention techniques.

Freeing time for core activities

Typically recruiting personnel staff on average takes 15 hours of management time per employee over a time consuming 6-8 weeks.

By outsourcing the transactional elements of your recruitment processes to Q People HR. You can eliminate many of these time consuming and non-added tasks, freeing management's time to focus on final candidate selection, staff retention strategies and core profit generating services.

Ensuring a reliable and scalable labour supply

Many companies maintain a high dependency on Recruitment Agencies as part of their sourcing strategy. Managing the quality and consistency of these Agencies often represents a major challenge.

Our core skill that is unique to us is our ability to develop and manage the Recruitment Agency supply chain, on your behalf. We police adherence to your preferred terms and manage on-going supplier performance. Your existing service providers can be migrated under this process, so that the experience and knowledge residing in best practices with suppliers is not lost.

Assuring Compliance

Our models are based upon stringent and compliant tailored processes, providing your business with centralised control over your entire supply chain and various cost elements.

Adding value

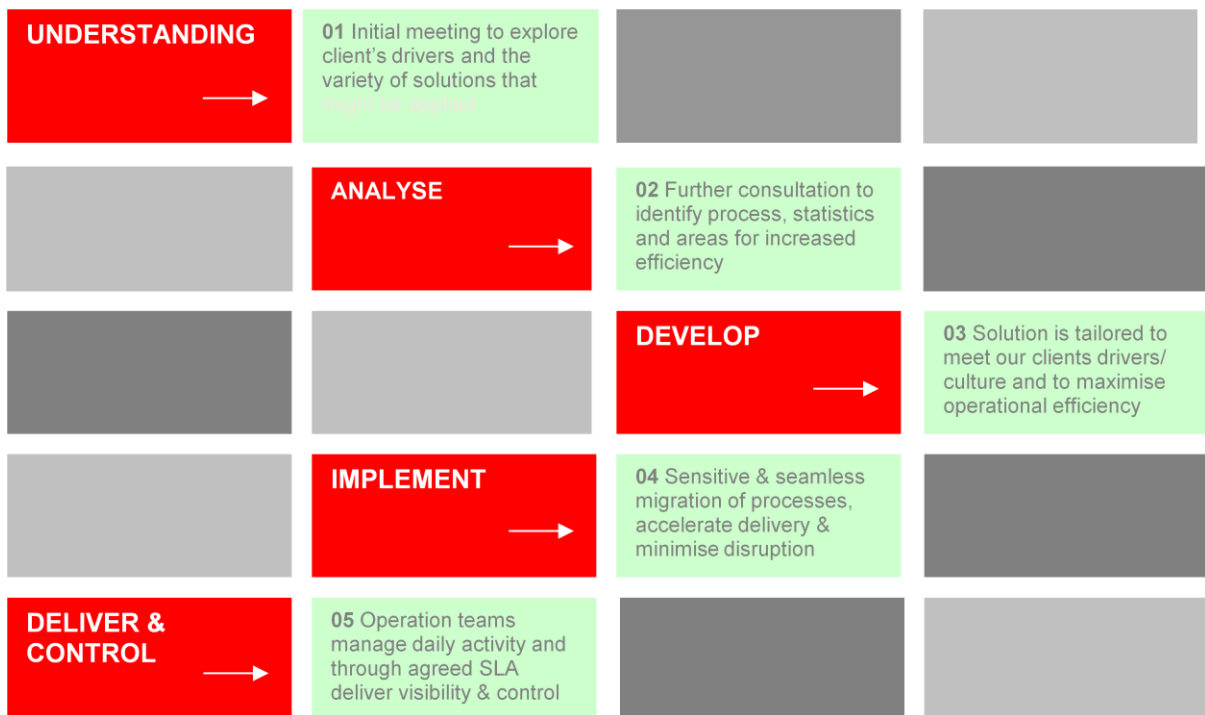
How Q People HR can add value

Rebecca Hardie-Clay

Our ability to add value to your organisation through real cost savings, increased efficiencies and improved quality of candidates is best illustrated by means of a description of our Method of Operation.

Each client is unique, therefore we recommend we conduct a needs analyse of your current processes in order to gain a greater understanding of your culture and objectives.

The model below demonstrates the key stages in achieving this and in formulating a solution tailored to suit the unique needs of your business.



Human Resource Services

Promoting positive organisational development & well-being

Rebecca Hardie-Clay

"Counselling (has been found) to reduce sickness absence rates in clients by 25-50%."

Professor John McLeod (2001)

"When coaching is managed effectively it can have a positive impact on an organisation's bottom line."

CIPD (2004)

Find out how you can through workplace counselling:

- Enhance your people advantage
- Work positively with work related stress
- Actively address your duty of care
- Reduce sickness absence and long-term absenteeism

Bespoke HR Services

We have developed a range of affordable outsourced HR services, specifically designed for the SME.

Today, we need to manage all HR aspects of our businesses carefully. It makes good business not to leave our businesses exposed to costly fines or litigation.

Q People HR offers a seamless solution that is completely confidential and simplistic in orientation. Together we can design the right combination of services suitable for your business... simplicity is the key.

Keeping up to date with complex Human Resource legislation, and the administration involved in looking after your personnel, diverts valuable management time from non-core activities. Our consultants will provide your business with a bespoke consultancy service across a broad spectrum of HR activities.

Whether it's advice on Discipline or Grievance issues, assisting in the Recruitment Process, Implementing an Absence Management strategy or introducing an Appraisal Scheme, Q People HR can add value to your organisation. We can help your business in whole or in part and address key issues, effectively.

Core Services

- Strategic HR Planning
- Workforce Planning
- Recruitment
- Resource Management
- Contractual documentation
- Sickness Absence
- Case Management
- Risk Management Strategy
- Risk Assessments
- On-site PDR's
- Appraisal Scheme
- Disciplinary issues
- Conflict Management
- Mediation
- Acquisition Planning
- Redundancy Planning
- Staff Training
- Employment Law
- Workplace Counselling **NEW**

The Services

- Contract basis
- Monthly retainer
- Bespoke project
- Pay as you go