



Capsticks HR Advisory Service

Tailored HR Advisory Services

Who are we?

We are a firm that works across all sectors both public and private and understand the challenges you face. Capsticks' HR Advisory Service (HRA) was initially developed as an outsourced employee relations service but has since been developed in line with the needs of our clients to encompass other broader HR offerings. We have established ourselves as market leaders in the healthcare market for delivering joined-up strategic HR support and outsourced ER services to a range of healthcare clients. Uniquely, because our service is embedded in a law firm, we provide joined-up solutions that incorporate human resources best practice and employment law compliance.

What do we offer?

- A team of experienced and skilled HR Consultants to deliver a tailored HR Advisory Service for your organisation.
- An outsourced end-to-end HR Advisory Service ranging from HR Advisor level to Board level support.
- An ER Service including advice on the full range of employee relations issues including complex cases up to and including dismissal; an Investigatory Service undertaking the whole of the investigatory process in line with the organisation's procedures and including MHPS, Whistleblowing, Bullying & Harassment, Disciplinary and Grievance; and policy review and development.
- High level, expert HR advice including strategic recruitment and selection, pay and reward and organisational change.
- A bespoke programme of training.
- Access to legal advice from one of the firm's 30 employment lawyers via the HR Advisory Service.
- A case management database to record and monitor cases and the support provided.
- We work to agreed KPIs to deliver a quick and cost effective service.
- A service that is tailored to meet client needs.

How do we work?

We offer a flexible service with a range of purchasing options to suit the needs of individual organisations.

A dedicated in house team

We supply the team, expert systems and support to deliver the defined HR Advisory Service.

A service level agreement

We make an agreement with you to provide defined HR Advisory support, on and offsite as required.

A call off arrangement

We provide HR Advisory support on a case by case basis or for defined projects to supplement in-house resources when required.

How do we know it makes a difference?

There are a number of benefits to using our service, these include:

- Dedicated and experienced HR practitioners to provide fast and accurate advice as soon as possible and proactively manage your people issues.
- HR Consultancy input to resource projects your team does not have time for.
- Legal advice via the HR Advisor from one of the firm's 30 employment lawyers at no extra cost, leaving your organisation less exposed to risk.
- Working closely with line managers to develop their management capability.
- Your in-house teams are freed up to concentrate on the delivery of strategic objectives and meeting service requirements.
- Sharing best practice gained from our expertise with a range of healthcare, public and not for profit bodies.
- Working to clear KPIs to deliver an effective service, with regular reporting to ensure the delivery of a timely and quality service, identifying common issues and training needs across your organisation.
- Cost effective, tailored solutions to support cost reduction for corporate functions such as HR.

For more information please contact:



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