

willis

Employment
Services

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HR, employment law
& workplace safety



Every business is unique.
That's why our advice and
approach is too.

Willis Employment Services pride ourselves on providing our expertise and extensive experience in HR, employment law and workplace health & safety.

With a reputation for providing exceptional service and insightful advice, our success comes from the credible relationships we build and the added value our experience and knowledge gives our clients. We're pragmatic and flexible, offering guidance based on individual needs rather than a rigid, one-size-fits-all approach. We won't pin you down to long-term contracts and we're just as happy working on an ad hoc/pay-as-you-go basis for bespoke services we offer.

We have a dedicated team of HR, employment law and health & safety consultants that will ensure you are compliant with advice, have the necessary assistance to implement robust policies and procedures and to support you in complex legal issues which includes tribunal representation. We'll also keep you up to date with new legislative and best practice developments through individual or group training.

Our HR, employment law and health & safety consultants will ensure you are compliant, with our tailored services...



01 HR policies & procedures



02 Employee relations & advice



03 Training & development



04 Health & Safety



05 Organisation change



06 Performance management



07 Recruitment, pay & reward



08 Redundancy



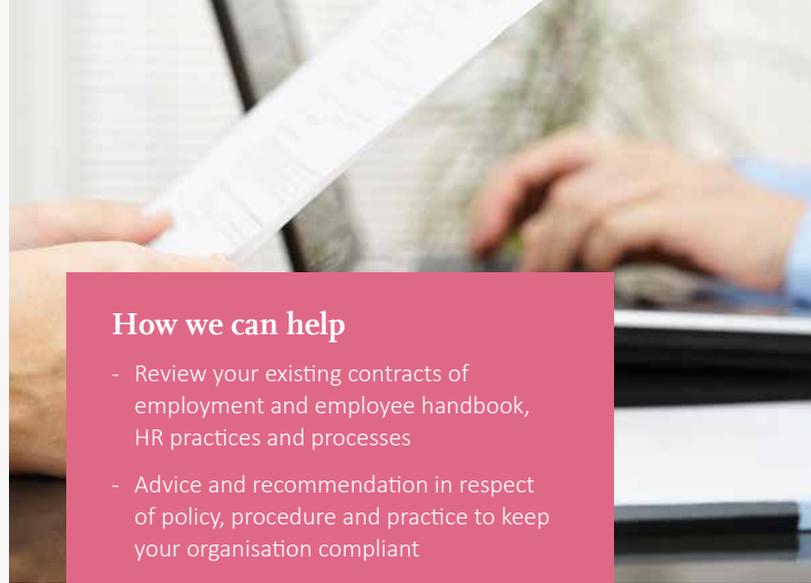
09 Employment tribunal services

01

Expertly drafted HR policies & procedures

HR policies define how your company will interact with your employee's and should reflect your culture and values. Clear, fair documentation is the foundation of a healthy relationship with your employees.

Drafted well, your policies and procedures can guide and support the actions you take both operationally and strategically. Some are a legal requirement e.g. discipline and grievance; others provide information and guidance on a range of subjects from absence management to equality.



How we can help

- Review your existing contracts of employment and employee handbook, HR practices and processes
- Advice and recommendation in respect of policy, procedure and practice to keep your organisation compliant
- Design your contracts of employment
- Creation of an employee handbook bespoke to your sector, business activities and organisational culture
- Policy, procedure and contract guidance following changes in legislation and outcomes from case law
- Develop a communication plan and training for staff/managers in use of policies/procedures



02

Employee relations & advice

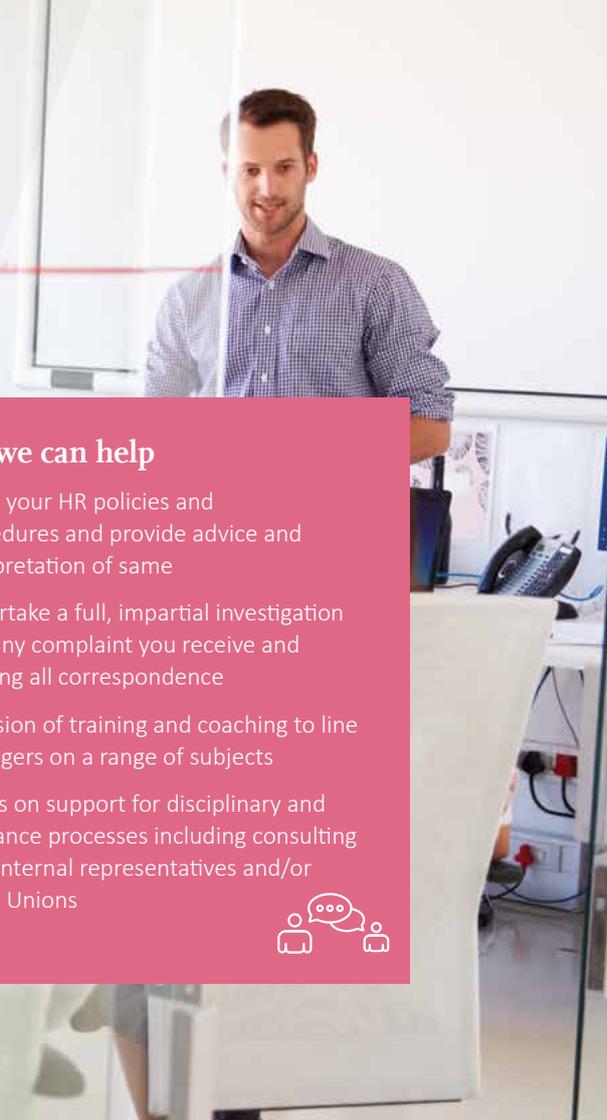
Need someone to talk to, someone you can trust and rely on to provide expert advice on all your people management issues that arise as an employer? We can assist you by providing realistic and effective advice, reflective of your commercial business needs, allowing you to get on with delivering/expanding your business. We're not a call centre. You'll have a dedicated HR Consultant that will get to know your business and the extent of the people issues you have. They can be your HR department for independent advice or can supplement and support your in-house HR colleagues.

We can support you in queries ranging from interpretation of terms & conditions and HR policies through to investigation and managing disciplinary and grievance issues which can be challenging and time consuming. Things also happen in the workplace which can cause disputes and disruption ultimately impacting your business. It helps to get advice from someone who has the experience and understands your business and can provide a commercially sensible solution. Our guidance can reduce the risk of costly legal action by resolving issues within a reasonable timeframe.



How we can help

- Know your HR policies and procedures and provide advice and interpretation of same
- Undertake a full, impartial investigation into any complaint you receive and drafting all correspondence
- Provision of training and coaching to line managers on a range of subjects
- Hands on support for disciplinary and grievance processes including consulting with internal representatives and/or Trade Unions



03

Training & development

Proper training is the bedrock of confident employee management. It has the potential to improve overall performance, increase productivity and resolve issues with minimal disruption or detriment to the business. Sometimes you require a training solution that is not off the shelf as it needs to reflect your requirements.

Often, businesses promote technically competent employees into management roles and don't support them with any management development or understanding of how different it will be for them. We can deliver tailored training that offers fresh ideas and new approaches to ongoing challenges.



How we can help

- Design and delivery of tailored training programmes on all aspects of HR and health and safety
- Provide training to underpin supervisory and management development to enhance performance



04

Health & Safety - policies and procedure

Willis employment services offer a range of health and safety solutions to our clients. These include:

- IOSH managing safely training
- Claims defensibility & incident investigation training
- Development of key safety documentation
- Development of accredited safety management systems

Our experienced consultants recognise the bureaucratic burden often placed on organisations seeking to achieve compliance with health and safety legislation. Therefore, all the safety systems we design are bespoke and reflective of our client's risk profile and resources.

Benefits of engaging with Willis Employment Services

- Reduction in incidents and more robust claims defensibility
- Improvements in safety culture and employee engagement
- Enhanced relationships with insurers and management of insurer requirements
- Provision of ongoing risk management advice and guidance to managers



05 Organisation change



Organisations experience transformation for a variety of reasons; from a change in leadership to a new business line/growth/mergers & acquisition or on the flip-side, a need to reduce costs. It can be a disruptive force if handled incorrectly. However, if managed well, a change process can help you achieve essential business goals such as increased efficiency, improved productivity and a higher level of employee engagement.

How we can help

- Understand the business rationale driving the change and the implications on your most important assets – your people
- Design and management of the change process to include communications and stakeholder liaison with all relevant groups to include staff, managers and representatives
- Change management training for managers



06 Performance management

Although often mistaken for an annual appraisal, performance management is a continuous process that helps you to develop and support a culture of ongoing business improvement. It can help senior teams foster quality working relationships, define achievable objectives and identify skills gaps. Managing the performance of employees requires a culture and behavioural shift if you want to benefit from its implementation. You need to gain the buy-in from staff and managers and ensure there's a consistent understanding and implementation of the process.



How we can help

- Design & implementation of a performance management process and system that meets your requirements
- Performance management training & coaching workshops for managers on-site
- Telephone and email advice to specific issues and queries raised
- Behavioural auditing and/or training to establish and maintain good working practices



07

Recruitment, pay & reward

A robust recruitment process can support you in attracting the best people, ultimately resulting in business success. You want to ensure you appoint the right person for the right role at the right time and at the right cost. Equally important is being able to retain the best people through ensuring your employee pay and benefits are competitive. We can help you design reward & benefit packages and analyse the effectiveness of your existing arrangements.

How we can help

- Design of job description and personal specification
- Advertising of role, design interview process through to managing applications and conducting interviews
- Design of reward and benefits packages to include conducting benchmarking and job evaluation exercises
- Recruitment and interview skills training & coaching for managers



08 Redundancy

Redundancy can be daunting for both employers and employees, with even the smallest lapse in judgement resulting in fundamental damage to your business performance, reputation and internal culture. But with prudent advice you can not only minimise risk but achieve the necessary reduction in your workforce within a desired timeframe.



How we can help

- Hands on support of the redundancy process to include provision of advice on steps to take to ensure compliance with legislation
- On-site support from HR consultant and Employment lawyer and development of documentation and communications for all impacted
- Provide training & coaching for managers



09

Employment tribunal services

Tribunal Claims can be costly both in monetary terms but also management time. Employers often feel uncertain and vulnerable when in receipt of Tribunal papers; our in-house team in Northern Ireland offer a full claims handling service.

In the event of an industrial tribunal claim our in-house legal team are on hand to work with you to achieve the best possible resolution for your business, considering not only potential costs and awards but also potential harm to your reputation.



How we can help

- Hands on support of the ET claim to include the drafting of claim responses and other complex Tribunal documentation
- Advocacy and representation at Tribunal hearings
- Advice on steps to take to achieve best business outcome



About Willis Employment Services

Get in touch today to
arrange a confidential,
no-obligation consultation.

At Willis Employment Services we have the in-house expertise in HR, employment law and workplace health & safety matters. Our experience and insight will give you and your managers the support needed in all aspects of employment matters from the moment staff walk in through the door to when they leave.

We're part of Willis Insurance & Risk Management, established in 1978 by current Executive Chairman Robert Willis and provide an extensive range of insurance and employee benefit services to a client base operating across Northern Ireland, Republic of Ireland and Great Britain.



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Insurance

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Accident Investigation Services

Wealth Management

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