

Secure your future with...



Focus HR Solutions

Services

*“The ultimate measure of a man is not where he stands in moments of comfort, but where he stands at times of challenge and controversy.”
- Martin Luther King Jr*

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Focus HR Solutions are a Channel Island business offering a wide variety of services under one roof – why go anywhere else?

Give your business the gift of peace of mind and take time to focus on the important matters.

Mission Statement

“Our team of dedicated and friendly HR Professionals aim to provide quality, flexible and cost effective solutions to all businesses on an ongoing or ad hoc basis to suit our clients.”

Overview

Please find following a list of some of the services we are able to offer. Please remember this list is not exhaustive and if there is anything else which we haven't mentioned below, please do not hesitate to contact us.

HR Administration

HR Health-Check

The Human Resource aspects of your business need to be carefully managed in order to follow best business practice and to comply with legal obligations. We will check through all of your staff files and HR records e.g. staff contract, handbook, and make sure everything is up to date with legal requirements and best practice. We will then feedback the results to you and make an action plan for going forward.

General Administration

Our HR administration services allow you to outsource a range of administrative duties to us, either offsite or in-house at your offices as cover or assistance for employees or as your complete HR service.

We can provide:

- Regular pro-active meetings to discuss staff issues, performance appraisals, bonus allocation, holidays, recruitment... or anything else you wish to cover
- Pre-employment checks for new staff – including police checks, reference checks, Right to Work documents, photo ID, bank details, emergency contacts, Contract issue, qualification checks...
- Leavers details – exit interview, termination letters, gardening leave arrangements, collection of office equipment...
- Holiday and sickness recording and monitoring
- Updating HR files and ensuring they are up to date with legal and best practice requirements.

HR Consultancy

On top of administration support our team can provide consultancy services in line with the needs of your business. Whether you need guidance and support on a particular project, or on an ad hoc basis, Focus can meet your business requirements.

- Discipline and grievance support
- Redundancy and outplacement support
- Managing performance issues
- Change management advice and assistance
- Drafting Job Descriptions
- Assistance with appraisals
- Staff surveys

Benefits Co-ordination

We are able to compile and administer employee benefits on your behalf, from pension schemes to travel vouchers. We also pride ourselves on our 'flexible benefits' package – which, together with you, we will put together and run for your staff – this is a great way to allow employees to choose their own benefits and allow you to have that added edge when recruiting too!

Payroll Administration

Our payroll service is a cost-effective solution to your payroll administration nightmares and fulfilment of your requirements with regards to statutory returns. We can provide reporting services which can be tailor-made to your business as well as providing efficient payment to your staff. We can pay monthly or weekly by bank transfer for Guernsey, Jersey and Isle of Man businesses.

Personal Performance Mapping

PRISM Personal Performance Mapping®, unlike traditional psychometric instruments, approaches human behaviour from the perspective of neuroscience, rather than psychology to provide users with a series of 'maps' which are metaphorical representations of how their brain works. The maps enable individuals to identify the ways in which they prefer to respond to the world around them to achieve their goals. This insight also helps them to understand more about their true potential, as well as what may be hindering them from achieving even higher performance.

PRISM can be used for a wide range of personal development issues, including: job bench marking, 360-degree feedback, coaching, personal development plans, recruitment, team development, conflict resolution, creating and monitoring competency frameworks, enhancing sales and customer service skills.

Our qualified assessors can show you how to get the most out of the PRISM tool so that you can get the most out of your employees.

Resourcing Solutions

Recruiting the right staff can be time consuming and mind boggling. We can take the stress out of the recruitment process for you by filtering CVs, drawing up a shortlist of candidates and arranging and/or attending interviews. We can also advertise on your behalf so you don't even have to worry about that – we'll do it for you. We can assist in placing permanent, temporary and contract candidates with full strategic resourcing partnerships.

Relocation Services

Offering relocation support as part of a recruitment package can help differentiate your company when it comes to attracting key people to your business. Unfortunately the administration and one-to-one support involved in bringing new employees to the Island is vast and time-consuming.

Focus' relocation services can be provided as part of an extensive ongoing recruitment campaign, or for individual cases that are of high priority for your business.

Outplacement Support

Outplacement is an independent, professional career counselling and transition support service which provides practical guidance and support to those facing career change or redundancy.

Outplacement supports aims to alleviate addition stress, eliminate uncertainty while minimising confusion surrounding positive steps towards the future.

HR Administration

HR Health-Check

If you're not sure where you are with your HR information, perhaps you've never really had a chance to sort it out or are not really sure what to keep and what not to, our HR Health Check will give you the peace of mind and some focus on where you're doing well or where you need to improve.

Our experienced HR team will review your current and historic HR records, looking at staff files, policies, procedures, staff handbooks and contracts to understand your current HR position. We then report back to you, highlighting potential risk areas and making recommendations and an action plan on what needs to be done on a priority basis.

Following this you may need to review some of your procedures or make amendments to some of your documentation in order to comply with legislation and best practice, either way you can be reassured that your business and your employees will be secure.

General Administration

If you don't have the resources to do your own HR administration or just need help in a particular area we can carry out the administration on your behalf from our offices or yours. Sometimes keeping up with paperwork just seems frustrating and time consuming but it is essential to keep your records up to date should any information be needed urgently. Our administration services allow you to forget about the piles of paperwork but ensure that it's being kept up to date, accurately and in line with best practice.

Services can be provided on an ad-hoc or ongoing basis to suit your requirements and include, but are not limited to, the following:

- Preparing or revising Contracts of Employment
- Pre-employment checks – collating of pre-employment documentation
- Checklists – helping current HR staff to manage their work
- Standard letter templates
- References – coordinating references for new or potential recruits
- Pay review letters
- Review of policies and procedures
- Redundancy administration
- Learning and development coordination
- Sickness administration
- Holiday management
- Benefits administration and coordination

Why employ someone on a full time basis to do a job that may only take a few hours a week?

HR Consultancy

If you're finding that you could do with an extra pair of hands but don't want to increase your headcount how about appointing a HR consultant?

Sometimes you might think about hiring a temp to help with your HR admin, but they won't necessarily have the experience or the qualifications to carry out the full spectrum of duties required. Having the peace of mind that you can rely on our confidentiality, pull on our experience and know that a qualified professional is handling your staff issues will be a weight off your mind.

Focus can be there for you on an ad hoc basis to give you time to deal with certain staff issues, provide cover for holiday or maternity leave or assist on a certain project you're working on, i.e. recruitment drive, restructure, salary reviews. Either way you can be sure you have a dedicated and professional team behind you all the way.

We currently employ on a permanent basis a team of HR professionals who we can outsource to you at your office or ours and who can be at the end of the telephone for any queries you may have. Each have different experiences within their HR Careers, both on and off island and so together can come up with solutions tailor-made for you. We also have a network of other HR professionals who we can turn to should you need someone – it really is your call.

We recognise that not all businesses have the same requirements and that your business needs will change and grow. With this in mind we offer to tailor-make our services around the needs of your business. To give you an idea of some of the consultancy services we provide:

- Out-placement post redundancy
- Outsourcing entire or part of your recruitment function
- Coordination of pay reviews
- Benefits reviews
- Job profiling
- Interviewing
- HR advice and guidance
- Coordination of psychometric testing
- HR Projects
- Grievance and discipline
- Absence management
- Covering maternity/holiday leave

Benefits

Benefit Review

Every employer wants to have that added edge when recruiting and retaining staff and in difficult financial times salary increases and bonus payments are sometimes just not possible – reviewing benefits however may be the answer!

We can look at:

- Assessing your current benefits
- Identify market benefit
- Investigate other benefit options/providers
- Obtain feedback from staff on ideas for new benefits

Flexible Benefits

Changing your company benefits to a flexible scheme allows your employees to choose what benefits they would like to take based on a points system. This doesn't have to cost the company any more money but could allow for more options than before. We can design a benefits scheme to allow as many benefits as you would like, allocate each employee points to spend and review this each year – you don't have to worry about any of the calculations or administration as we take care of this for you, including dealing with any staff queries. You can choose anything from a pension scheme to beauty vouchers – whatever suits you and your staff as we get exclusive rates from lots of local businesses!

This is a cost effective and motivational tool for staff recruitment and retention – keeping your staff happy is key to ensuring a successful business.

Benefit Coordination

Administration of existing schemes, including:

- Updating membership details
- Carrying out annual reviews
- Adding new staff
- Removing staff who are leaving
- Maintaining Management Information data
- Providing information packs and updates to staff

Payroll Administration

Payroll administration is essentially an overhead, and, like all overheads, organisations will be keen to minimise payroll costs as much as possible. If resources can be freed up they can be invested elsewhere – in areas that can deliver more added value.

Paying your people correctly and on time is vital in order to ensure your employees remain motivated and productive. Keeping employees satisfied demonstrably adds to your business's competitive advantage and profitability - you can't afford to get it wrong!

You send us the information we need to set up our system then we process the information on a weekly or monthly basis, agreed with you, and then send the wages directly to your employees bank account. We provide payslips distribution at your office or post them directly to your employees – your choice. We will also deal with the quarterly Tax and Social Security returns so you don't have to spend your valuable time working out all the figures and filling in forms.

Our payroll service is a cost-effective solution to your payroll administration nightmares and fulfilment of your requirements with regards to statutory returns. Our system also enables us to provide reporting services which can be tailor-made to your business so if you have any queries you would like us to produce such as headcount reporting or annual bonus costs for example, you just need to pick up the phone to us and ask.

Temporary Placements Payroll Administration

We also provide good rates on payroll for temporary employees. If your company has someone working with you for a short period of time, or even on contract you may prefer to save yourself time by outsourcing their payroll. This way instead of having to collate and input all their details onto your payroll system you can outsource it, by doing it this way it also means you don't add to your headcount.

If you chose this option Focus would liaise with your temporary employee directly, collate all of the necessary documents, such as tax coding notices, Social Security cards, bank details, police checks, and references, so you can have piece of mind that all is sorted for them to get straight to work. Once everything is in place we will liaise with the employee on a weekly or monthly basis to collate time sheets and then pay them directly too, so you don't have to worry about a thing.

Or

If you would rather collect all the documents yourself we can just receive the timesheets and make the payments for you – it's that simple!

Personal Performance Mapping

Focus HR are locally qualified assessors of PRISM Personal Performance Mapping® and strongly believe it can help **improve performance, create high performing teams, recruiting for success and increasing sales.**

This brilliant and dynamic tool can be used in so many different ways to get the most out of your employees. It's based on **neuroscience** – the way our brain works in terms of producing **behaviour patterns** and can be used as a stand alone tool or in conjunction with other methods.

This isn't a psychometric test, it's a **behaviour analysis tool** - instead of categorising people into 'types' it actually demonstrates why they tend to behave in certain ways in different situations.

PRISM, unlike traditional psychometric instruments, approaches human behaviour from the perspective of neuroscience, rather than psychology to provide users with a series of 'maps' which are metaphorical representations of how their brain works. The maps enable individuals to identify the ways in which they prefer to respond to the world around them to achieve their goals. This insight also helps them to understand more about their true potential, as well as what may be hindering them from achieving even higher performance.

PRISM can be used for a wide range of personal development issues, including: job bench marking, 360-degree feedback, coaching, personal development plans, recruitment, team development, conflict resolution, creating and monitoring competency frameworks, enhancing sales and customer service skills.

Our qualified assessors can show you how to get the most out of the PRISM tool so that you can get the most out of your employees.



Resourcing Solutions

Recruiting the right people in today's tight market place can be frustrating and time consuming. HR professionals can have too many other important tasks to undertake to spend hours a day recruiting so why not outsource it?

Focus can recruit on your behalf through two different options - whichever best suits your needs.

If you have a couple of vacancies which you just can't seem to fill let us do it for you. Let one of our dedicated team meet with you to discuss your requirements then we go away, advertise and shortlist on your behalf before letting you see the profiles of the people we think are suitable. If you would like to see the candidates further just let us know and we will arrange for you to meet them.

Or

If you are tired of spending endless hours trying to find people to fill vacancies and just can't do it anymore let us do it all for you. The advantage of strategic resource partnering means you can get on with other issues. After an initial meeting we can meet and liaise with your line managers directly and learn your current recruitment processes in order to free you up for other tasks. This means that we will advertise, liaise with managers and recruitment agencies if necessary, shortlist and interview candidates to negotiating terms and collecting pre-employment documentation for them. After all this we can also provide you with reporting on recruitment campaign results then all you have to do is welcome them through your door!

We can assist in placing permanent, temporary and contract candidates.

If you just want us to help with one part of the recruitment process, such as assisting with interviews or collating CVs we can do this too.

Relocation Services

Offering relocation support as part of a recruitment package can help differentiate your company when it comes to attracting key people from further afield to your business. Unfortunately the administration and one-to-one support involved is vast and time-consuming.

Focus' relocation services can be provided as part of a recruitment campaign, or for individual cases that are of high priority for your business.

Our services are tailor-made to each client's needs and include:

Consultation

- Initial telephone conversation or face-to-face meeting with the employee (and their family if required) before they move to Guernsey to deal with any queries and establish priorities and needs.

Orientation Visit

- Pre-employment visit to Guernsey to familiarise the employee (and family) with the Island.

Accommodation Assistance

- Accommodation searches
- Coordination of temporary accommodation
- Flight bookings
- Assistance with Housing Applications
- Coordination of shipping and removal services

Additional Support

- Information on social networks/clubs
- Support for family before, during and after the move, including information on schooling, medical services and recreational activities
- Job search for partner/spouse
- Maintaining a personal relationship with the employee, serving as a resource to help the whole family settle into Island life
- Acting as first point of contact for all queries relating to the relocation

Outplacement Support

Outplacement is an independent, professional career counselling and transition support service which provides practical guidance and support to those facing career change or redundancy.

Outplacement supports aims to alleviate addition stress, eliminate uncertainty while minimising confusion surrounding positive steps towards the future.

What support can an individual expect?

Each outsourced individual will be teamed with a dedicated consultant who will provide face-to-face support in addition to telephone and e-mail support where needed. The course of the outplacement will include, but is not limited to, the following areas;

Understanding the situation

- Working with individuals to understand what they have been told
- Reviewing any letters or documents provided and helping to decipher any information which is unclear
- Explaining the differences between redundancy and consolation periods (where necessary)
- Working through the initial options

Career review

- Reviewing skills and experience
- Understanding the best and worst aspects of previous roles
- Identifying possible areas of interest going forward

Person review

- What is required going forward
- Understanding what level of work life balance is desired
- Does the individual want a change or to return to a similar area
- Psychometric profiling (with qualified provider)

Looking forward

- Assistance with CV and letter preparation
- Understanding where to source positions and the best methods of approach
- Job searching and networking techniques
- Interview coaching and preparation
- Review and identifying addition skills that may be required for future positions

Review

- Review of progress against objectives
- Understanding employment offers
- Review of further support needed