

HR Adviser Service

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20 August 2014



Background to Service

- The Federation of Small Businesses commissioned a report due to concerns about the increasing level of unemployment in Scotland.
- A requirement to understand how to help micro-businesses (employing less than 10 employees) realise their potential for growth through recruitment and micro-businesses.
- Report recommended that Scottish Government should create an HR support fund to help local employability partnerships, and Business Gateway provide a source of HR Support for micro businesses who plan to recruit.

Types of Clients

- Start Up Businesses
- Small Businesses (less than 20 employees)
- Existing Businesses
- Social Enterprises

Challenges / Barriers to Recruiting Staff for Small Businesses

- Less likely to have experience of recruiting and managing Staff.
- Feeling reluctant due to not having the skills and support to tackle the process of recruitment .
- Considerable unease about their lack of skills and experience in managing Staff.
- Concerned about hiring the wrong person for the job or a person difficult to manage.
- The cost of hiring Staff, advertising, interviewing, induction and training costs.

Client Needs / Expectations

- Advice and support to feel confident about recruiting first member of Staff.
- Supplying copies of job descriptions, interview materials to help formalise process and create a professional impression to Candidates.
- Access to information on hiring a Modern Apprentice and applying for Flexible Training Fund.
- Contact from our Partners working towards the same goal for the Client; Opportunities Fife, Skills Development Scotland (good working relationships formed).

Services Providing

- Advice on sourcing new members of Staff
- HR documentation to support the process
- Assistance in writing job descriptions / person specifications
- Contract templates
- Employee handbooks – supply or review existing
- General HR advice / Employment law advice
- Referrals to Partners

Current / Future HR Topics

- Employment Allowance
- Flexible Working
- Pension; Auto-Enrolment 2018
- E-Cigarettes Policy
- Employing Foreign Nationals

Case Studies

- Zest – St Andrews
- Discounted Office Supplies – Dalgety Bay
- Rustic Dog – Blairhall, Dunfermline
- Room 2 – Kirkcaldy

Statistics / Impacts

101 Clients assisted from Jan – Jun 2014

- 45 Recruitment campaign / strategies
- 6 Employee handbook reviews
- 29 Employee contracts reviewed/supplied
- 28 General HR / Employment law issues advised on
- 37 Client referrals passed to partners (SDS, Opportunities Fife, Fife Council)

HR Workshops

- **Becoming An Employer**
 - How to recruit
 - How to induct and train
 - How to satisfy legislation

- **Getting The Most Out Of Your People**
 - How to performance manage
 - Good working practices
 - Reward and recognition strategies

Partnerships

- Skills Development Scotland
- Opportunities Fife
- Lochgelly High School
- Fife Council
- Fife Chamber

Feedback

- Clients have fed back that the Service has increased their confidence and equipped them with the necessary skills to carry out the Recruitment process.
- Adviser feedback – extremely positive. 4 Clients are contacted per month to discuss their experience in using the Service.

Conclusion

- Continue supporting Recruitment process
- Support before, during and after process
- Increased exposure to our Partners

Thank you for listening

Questions ??

