



HRP Group Services Guide 2018

“Your Human Resource Experts”

www.hrpgroup.ie



HRP Group

Choosing outsourced HR professional support is an important business decision. It is essential that your HR professional has the qualifications, skills and experience required to deal with the challenges HR issues bring to your organisation. It is equally important to know that they will be able to form and maintain strong working relationships with your team and conduct their work in a highly professional and proactive manner, reflecting the bespoke requirements and culture of your business.

HRP Group is an established leading HR Consultancy with a wide client base across the public and private sectors supporting clients with staff in across Ireland, UK and the US.









Our staff are highly qualified, experienced HR professionals with the aptitude and attitude to add significant value not only to your HR needs but to ensure they are tied into the strategic objectives of your business.

Our core services Include:

- ☒ Professional, expert, HR and Employment Law Support and Advice (phone, email and on-site)
- ☒ Recruitment support, Headhunting and Outsourced Recruitment
- Reference Check due diligence “HRP Gate Keeper” to your organisation
- ☒ HR supports such as Psychometric testing, Outplacement etc.

Sample of Clients Serviced...

We provide HR support to a wide range of clients in a wide range of sectors such as:

<p>Aviation..</p> 	<p>Insurance & Banking..</p> 	<p>Engineering.</p> 
<p>Engineering..</p> 	<p>IT..</p> 	<p>Retail..</p> 
<p>Finance...</p> 	<p>Music</p> 	<p>Data Storage</p> 

<p>Property..</p> 	<p>Dublin City..</p> 	<p>Gift Cards</p> 
<p>Public Sector..</p> 	<p>Television and Media..</p> 	<p>Consultants..</p> 
<p>Education..</p> 	<p>Web..</p> 	<p>Charity..</p> 



HUMAN RESOURCE SPECIALISTS

HRP Group Suite of Services

<p>1. Outsourced HR Support We can support all your HR needs through:</p> <p>A: Retained HR (monthly fixed retainer)</p> <p>We assign a HR professional to oversee your HR needs either:</p> <ul style="list-style-type: none"> • On and off site (x days per week/month as needed) • Off site via phone and email support <p>B: Pay per use (as required/timesheeted) or project basis</p> <ul style="list-style-type: none"> • Once off or ad hoc HR questions and queries • Conducting workplace HR “climate” surveys • Conduct HR audit • Professional Investigation or appeals into complaints of “Bullying”, “Harassment” or “Workplace Grievances” • Board membership (HR Strategy) • Review/update your core HR documents contracts/handbook • Provide professional advise on employment law issues 	<p>2. Professional Recruitment Support</p> <p>A. Executive Search: for clients who wish to grow and develop their management team and want to ensure the best pool of candidates is identified and managed</p> <p>B. Recruitment Process Outsourcing (RPO): for clients who want to outsource their recruitment process to us. We will completely manage the full recruitment process from start to finish and will ensure that any candidates selected will be:</p> <ul style="list-style-type: none"> • Fully verified, vetted and screened • Be aligned to the job and personal specification • Have a one to one interview with a HR professional • Have a positive and professional experience from their interaction with your brand • Psychometric tested <p>We are not a recruitment agency, rather a HR consultancy, so we have a very hands on resourcing methodology which leads to much higher quality candidates and an extremely low attrician rate.</p>
<p>3. HR Administration Support</p> <p>We can oversee all your HR administration using our “cloud based” HR software system. This service can significantly add value to management time by overseeing the management and administration of your:</p> <ul style="list-style-type: none"> • Induction paperwork process • Drafting and filing contracts of employment • Annual leave/Absence mangement (self service) • Disciplinary and Grievances paperwork • Performance Appraisal Documentation 	<p>4. HR Support Services</p> <ul style="list-style-type: none"> • Psychometric testing (on line) “Myers Briggs” type indicator • Pre-employment Reference/ID checks • Health & Safety Statement Preparation • Payroll Support • HR software • Workplace Relations Commission representation, support and advice • Employment Law/HR advice • Recruitment and interview training • Mediation for workplace or personal disputes

Common HR requirements:

- **HR Audit/Interview:** Audit your core HR documents to ensure they are up to date and fit for purpose.
- **HR professional advice:** Assist the Company reviewing their current structures and systems and discuss plans to align strategic business plans with HR requirements.
- **HR and Employment Law Expertise:** Provide professional expert HR support and advice as required.
- **Designated HR Resource:** Assign a designated professional HRP Group, experienced HR Consultant to the organisation, to provide bespoke advice on all aspects of employment law and human resources.
- **Filing and HR systems:** Review your paper based HR filing systems using the HRP Group, HR system© to ensure full compliance with potential WRC audit specifications for employee data. We can also supply and manage a “cloud based” HR system.
- **Hands on HR support:** Provide practical, hands on HR support and advice to you on the phone or via email or in person to deliver best practice HR support and advice to you and your team.
- **Tribunal Representation:** As employment law experts, we can provide full WRC¹ representation (should that be required) limiting against additional costs with external parties (solicitors, barristers etc.).
- **Recruitment Due Diligence:** As leading HR experts, we can support your in-house recruitment processes from managing applications, to initial CV screening and interviewing to psychometrics to reference checking due diligence, to head hunting “off market” expertise.
- **HR Training:** Provide best practice guidance on key HR processes such as interviewing skills etc.

¹ Workplace Relations Commission

As part of our core services we:

- ☒ Answer any HR questions and queries that may arise to support your business
- ☒ Provide clear guidance on questions about recruitment, growth or re-organisation
- ☒ Seek to understand your strategic business direction and tailor your HR needs accordingly
- ☒ Draft bespoke templates i.e. contracts, recruitment guidelines, performance appraisals etc. as you require
- ☒ Draft the necessary letters/paperwork to ensure legal compliance
- ☒ Provide expert HR and Employment Advice for your organisation as needed
- ☒ Provide up to date information on legislative changes that may impact on your business
- ☒ Add significant value and time through dealing with your HR issues and queries in a timely and professional manner including drafting paperwork as needed
- ☒ Give you the benefit of our significant HR expertise at a cost-effective fee versus full time HR support
- ☒ Provide expertise and support, when needed, to manager workplace investigations and disciplinary events
- Provide best in class employee pre-employment screening to ensure your “gatekeeping” process is high

Managing Director – Biography and Academic Credentials:

Caroline Browne MBS (UCD), BA (TCD), CIPD, IMCA

Managing Director

- **B.A. (Hons) Mental Science, 1994, University of Dublin, Trinity College.**
- **M.B.S. (Hons) Business Strategy and Human Resources Management, 1998, University College Dublin, Smurfit School of Business, Blackrock, Co. Dublin.**
- **Graduate member of Chartered Institute of Personnel and Development, 1998 (MCIPD)**
- **Associate member of Irish Institute of Management Consultants and Advisors, 2006 (IMCA)**
- **Nominated in 1998 by Minister for Enterprise, Trade and Employment to represent employers as an “assessor” on the Social Welfare Appeals Board.**
- **Member of UCD Business Alumni and Trinity College Dublin Business Alumni**
- **Expert in Irish employment Legislation**
- **Expert in Workplace Relations Commission cases**

Caroline has over 20 years’ experience as a professional HR practitioner including seven years as a Senior Employee Relations Advisor with IBEC. She is recognised as an expert in her area and has participated in many conferences and programmes for Legal Island, RTE, TV3, Dublin City FM etc. Caroline works with a wide range of clients across the private and public sector. Caroline has grown HRP Group into the leading HR Consultancy practice in Ireland over the past 10 years.

HRP Group were competitively selected to take part in the Enterprise Ireland backed “Growing for Growth” programme sponsored by KPMG in January 2016. Louise Phelan Director of Global Operations of PayPal has been assigned as a mentor to the business. Following our success on this programme, we have since secured a much-coveted place on “Continuing the Momentum” in February 2017 backed by KPMG.



Leisa Browne B. Des (NCAD)
Recruitment Director

- **B.Des. (Hons) NCAD.**
- **Expert in Recruitment Strategies**

Leisa is a C-suite executive search and recruitment expert with over 18 years' experience in recruitment and search. Leisa has a track record of success in attracting the best of national and international candidates for senior placements.

Leisa has in-depth knowledge of the critical issues facing organisations, a thorough understanding of the cultural and change interventions and the sensitivities required to implement resourcing and recruitment strategies to meet business needs.

Leisa has deep experience across a wide range of sectors including Telecommunications, Property, software (SaaS), aviation, Information technology, financial services & manufacturing sectors.

Over the past eighteen months, Leisa and her team have sourced and filled senior positions including Chief Information Officer, Chief Operations Officer, Chief Technical Officer, Technical Sales Director, Head of Technology, solutions architect, PHP developer, C Developer, NOC manager, CCIE, Technical Project manager, Technical programme manager, Technical product manager, Production engineer, manufacturing engineer, Sales manager, sales executives, Operations manager, administrators, QA, health and safety manager, service engineer in tier 1 and blue chip companies.



Key Contact Details

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