

# MEET THE TEAM



**JACQUI ADAMS** MBA  
Director

Jacqui gained her experience in business and HR over too many years to count in the technology sector! Now with Tick HR, she is working with different organisations in different sectors, which has added to her knowledge. Jacqui understands people, understands business and knows how the two work well together to deliver the best possible results for our clients.



**KIM MCMILLAN** MSc. MCIPD  
HR Consultant

Kim brings a vast amount of HR and recruitment experience from the public and food produce sectors. She has recently completed her MSc. in Human Resource Management, which, coupled with her experience, standing her in good stead to support our clients.



**MARK ADAMS** DipHE  
Marketing Director

Mark has been at the forefront of the development of Tick HR, conceptualising the brand and imagery of Tick HR. Mark has completed several higher education courses in marketing, employment law and recruitment.



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## CONTACT US

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## BESPOKE HR SERVICES

We offer HR consultancy services and support in bespoke ways that will suit your organisation



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## HR Documentation

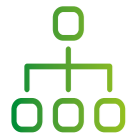
### HOW WE CAN HELP

Establish compliant:

- Employment contracts
- Written statement of employment particulars
- Handbooks, policies and procedures

### KEY BENEFITS

- ✓ Legal compliance
- ✓ Risk mitigation
- ✓ Future proof your HR documents



## Organisation Management

### HOW WE CAN HELP

- Redundancy, restructure, mergers, acquisition & TUPE
- Advice and guidance on handling change
- Design and implementation of change processes
- Changing terms and conditions
- Information and consultation processes

### KEY BENEFITS

- ✓ Improved morale
- ✓ Regain control of business processes
- ✓ Proactive approach to change
- ✓ A continuous improvement culture
- ✓ Confidence in dealing with change



## Flexible Working Arrangements

### HOW WE CAN HELP

- Optimise working hours
- Strategic planning
- Changing terms and conditions
- Support managers

### KEY BENEFITS

- ✓ A flexible workforce
- ✓ Reduced overtime costs
- ✓ Improved customer service
- ✓ Lower absence levels
- ✓ Employee engagement



## Employee Engagement

### HOW WE CAN HELP

- Design and structure of employee surveys and opinion
- Design and implement communication strategies
- Resolving workplace issues
- Improve working environment

### KEY BENEFITS

- ✓ Engaged employees
- ✓ Higher productivity
- ✓ Effective communication
- ✓ Willingness to go above and beyond
- ✓ High employee retention
- ✓ Reduced recruitment costs



## Disputes

### HOW WE CAN HELP

- Dispute resolution and workplace mediation
- Investigations
- Disciplinary, grievance and appeal hearings
- Coaching managers in handling difficult conversations
- Settlement agreements

### KEY BENEFITS

- ✓ Managers more confident in dealing with difficult situations
- ✓ Better employee relations
- ✓ Timely management of issues



## Resourcing & Recruitment

### HOW WE CAN HELP

- Act as your internal recruiting manager
- Design and structure assessment centres
- Job descriptions and adverts
- Bespoke induction/onboarding programmes

### KEY BENEFITS

- ✓ Save money on expensive recruitment fees
- ✓ Management time savings
- ✓ Get the right people in the right roles
- ✓ Reduction in turnover



## Performance Management

### HOW WE CAN HELP

- Design a bespoke appraisal system
- Provide guidance and support to managers
- Capability procedure
- Performance plans

### KEY BENEFITS

- ✓ Effective appraisal process
- ✓ Employees activity aligned with business objectives
- ✓ Improved performance and motivation
- ✓ Promotion opportunities



## Pay & Benefits

### HOW WE CAN HELP

- Pay and salary benchmarking
- Pay review structure and process
- Promotions and merit increases
- Benefits and rewards programmes

### KEY BENEFITS

- ✓ Clear salary progression pathways
- ✓ Improved company reputation
- ✓ Higher retention rates



## Absence Management

### HOW WE CAN HELP

- Guidance for managers
- What is and isn't acceptable/reasonable
- What should be recorded and how
- Statutory rights

### KEY BENEFITS

- ✓ Catch potential issues early
- ✓ Timely action
- ✓ Reduce cost of absence
- ✓ Improved turnover and retention
- ✓ Managers confident to handle issues