



Robinson Grace  
HR CONSULTANCY

# Making HR Simple



# Welcome!

**The Robinson Grace HR and Health & Safety Team are here to support you**

We're here to solve your people problems!

Since 2011, we've helped businesses take the fear out of managing people. Our qualified HR and Health & Safety experts deliver practical tools, clear guidance and ready-to-use templates that keep you compliant, confident and focused on growth.

Every business is different and by getting to know you, how your organisation works and what challenges you're facing, we can provide solutions and ways of working with clear and pragmatic HR advice.

We guarantee that you will get access to a team of dedicated, highly skilled HR professionals who will understand your requirements and offer a step by step guide through your HR challenges and people issues.

With our flexible approach, we understand that sometimes it's not convenient for you to contact us during normal office hours. Therefore, we will happily respond to issues outside of these hours, when you may need emergency support.

*Louise Skittrall*

Director

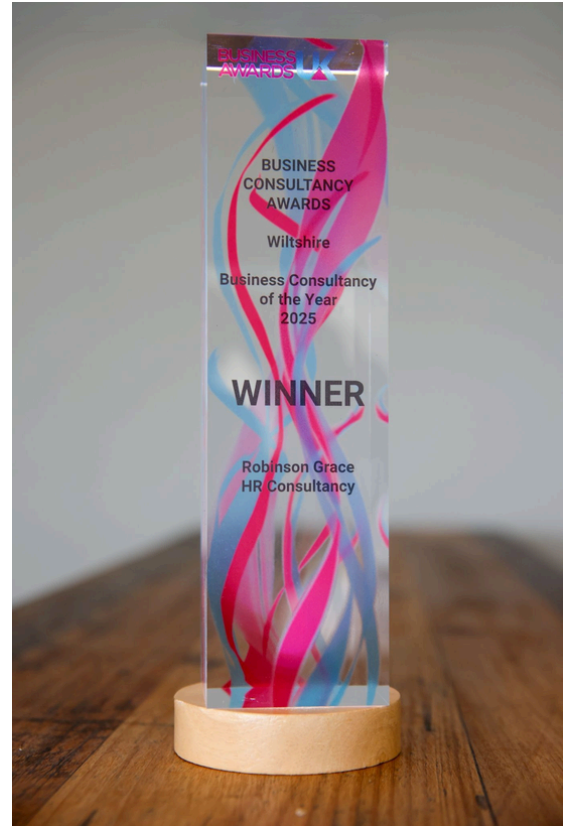


# About Us

Robinson Grace HR Consultancy was founded by Louise Skittrall in 2011 to offer organisations straightforward, no-nonsense, commercially focussed HR advice that ticks all the legal boxes and is affordable.

We have grown from strength to strength. Now an established team of 8 qualified practitioners, we are based in our quirky converted incubation barn in Wiltshire, alongside our Wellbeing Champion Chester and HR Harper, the office cockapoos.

We continue to grow, receiving word of mouth recommendations from our 100 strong client base. The aim is always to keep HR simple, and provide award-winning exceptional customer service.



# Our Values



## Be Accountable

We hold ourselves accountable for the decisions we make and the guidance we provide by being mindful of our impact on others, while exceeding expectations.



## Be Available

Whether it's a weekly sounding board or a call out of the blue, we work with our clients in a way that suits them. We're approachable, easy to talk to and pragmatic.



## Be Collaborative

We don't say "you can't do that". Our job is to outline the risks of various approaches and guide our clients to the best solution for their organisation.



## Be Innovative

We excel in thinking outside of the box to find suitable solutions and we thrive in fresh thinking, new ideas and disruptive HR that doesn't feel constrained.

# HR Expertise, Exactly When You Need It

Our qualified and experienced HR experts offer straightforward advice and guidance exactly when and how you need it, so you can focus on growing your business with confidence.



## On-Demand HR Support

You don't have to manage your people challenges alone. Whether you're facing an urgent issue or simply need a trusted sounding board, you can access immediate, practical advice whenever you need it without any long-term commitment.



## Retained HR Support

Our retained packages give you access to consistent, expert support without the cost of hiring in-house. We'll get to know your business, your team, and your goals, so we can offer proactive and tailored advice. Our retained packages offer great value and can be honed to include exactly what your organisation needs.



## Online Shop

With access to over 100 Contract & Agreement Templates and Workplace Policies to Health & Safety templates and How-To Guides, you can rest easy knowing your business has everything it needs to stay legally compliant. All products are free to retained clients.

[robinsongracehr.com/onlineshop](https://robinsongracehr.com/onlineshop)

# On-Demand Support

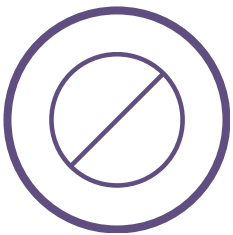
Running a business can be challenging, and with employment law ever-changing, it can be difficult to know how to manage people issues when they arise. That's where we come in.

From small businesses to national charities, we provide on-demand support with HR headaches including the following:



## **Investigations and Fact Finding**

Conduct comprehensive investigations when grievances or disciplinary issues arise. We can act as the independent investigator or support your managers with process guidance and documentation.



## **Discipline and Misconduct**

Address misconduct discreetly and lawfully. We provide advice throughout the disciplinary process, attend meetings or step in as the impartial chair for hearings.



## **Grievances and Disputes**

Give employees a safe route to raise concerns. Our HR professionals coach managers through complex grievances or chair hearings as neutral decision makers.



## **Managing Performance**

Tackle underperformance with clear performance improvement plans and structured capability processes, from initial reviews to potential dismissals.



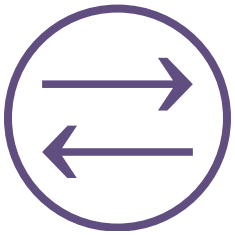
## **Managing Sickness Absence**

Apply a consistent sickness policy with clarity on reasonable adjustments. We advise before, during, and after formal absence meetings.



### **Redundancy & Reorganisations**

Plan and execute fair redundancy or reorganisation processes. We support business cases, consultation, paperwork, and payment calculations.



### **TUPE Transfers**

Outsourcing a service? Buying a business or change of service provision? With specialist knowledge and experience, we help employers to navigate TUPE requirements from start to finish, working alongside you or leading the process, depending on preference.



### **Astute Recruit**

Finding the right person for your team doesn't have to be complicated or expensive. Our fixed fee 'Astute Recruit' service manages the process for you.



### **Health & Safety**

Ensuring the health and safety of your workplace and your employees is covered, including our popular 'competent person' service.



### **Our Trusted Third Party Suppliers**

[WorkSmarter](#)

[Health Assured](#)

[Occupational Health Providers](#)

[Hireful](#)

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## Grow

From £150 per month + VAT

Make sure your business stays legally compliant and has expert advice on hand when issues arise. This package includes unlimited access to our HR helpline, plus comprehensive library of template contracts, letters, and HR policies.

Need more support? You can also book extra help for specific cases or projects to enhance or GROW package as and when needed, paid on demand.



## Enhance

From £299 per month + VAT

Perfect for businesses that need ongoing, hands-on, proactive HR support. You'll get unlimited access to our team of dedicated HR experts, with a named Consultant who gets to know your business, the challenges you face, and can take the lead in resolving staff issues.

No more second-guessing what to say or do - we'll handle the tricky conversations and complex situations for you.



## Elevate

From £799 per month + VAT

This is like having your own in-house HR team! We'll work closely with you on people strategy and take care of the full employee journey - from job offers to staff leaving, including handling your HR admin. You'll also get access to our cloud-based HR software to manage holidays and absence with ease.



## Create

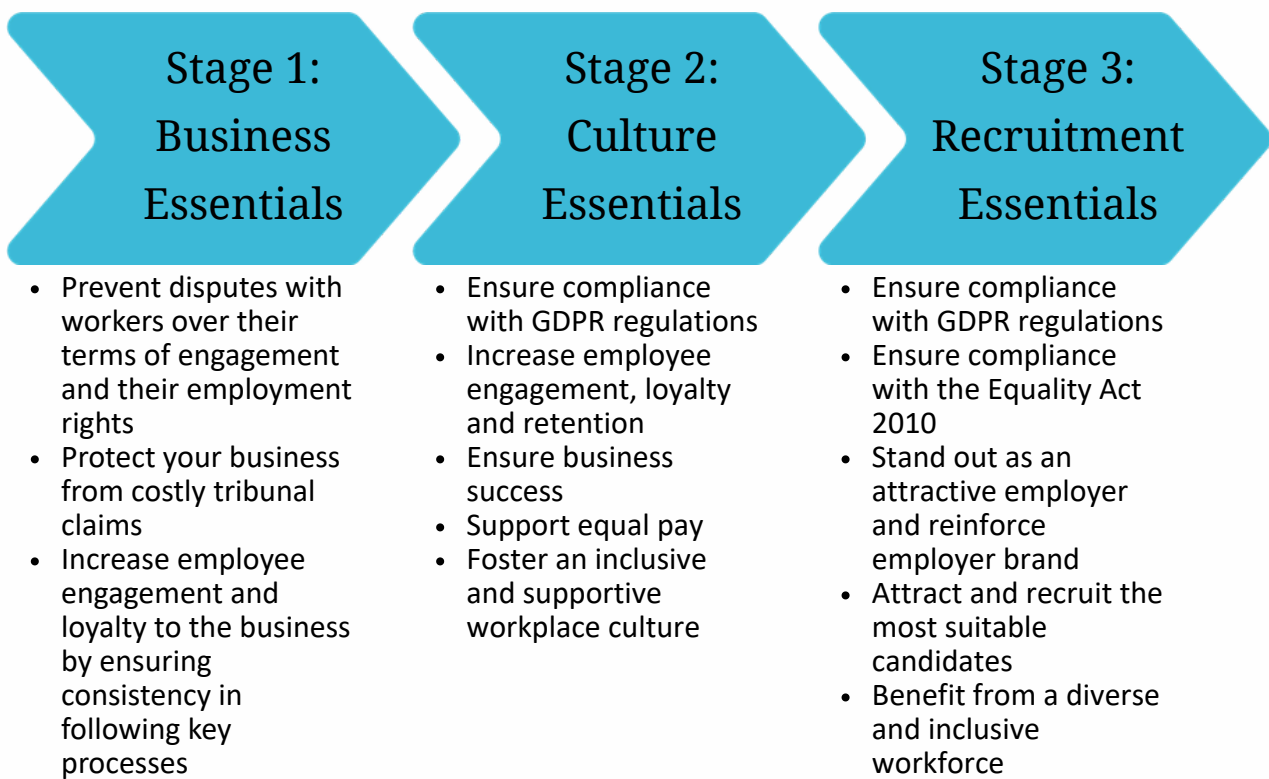
Prefer something tailored to your needs? We can mix and match elements from our packages to create a personalised solution that fits your business. It's a popular option with many of our clients and works well alongside in-house HR teams too. Let's have a chat about what you need!

# What is Included?

Services	Grow	Enhance	Elevate
An initial HR Audit to see where your policies and practices are compliant and what we need to update and put in place to drive compliance, improvement, and success	✓	✓	✓
Unlimited telephone and email sounding board support for day to day generic issues including maternity, sickness, performance etc	✓	✓	✓
Free access to over 100 up-to-date HR Policy templates, appraisal forms, probation documentation to tailor <a href="#">Online Shop   Robinson Grace HR Consultancy</a>	✓	✓	✓
Access to employment contract templates and self-employed agreements that you can tailor to your organisation <a href="#">Online Shop   Robinson Grace HR Consultancy</a>	✓	✓	✓
Advice and guidance on managing neurodiverse employees to enable success	✓	✓	✓
Employee wellbeing advice, guidance, and best practice including introduction to an Employee Assistance Plan provider	✓	✓	✓
Legal updates and actionable hints, and tips via email straight to inbox(es)	✓	✓	✓
Bitesize webinars and video podcasts on topics such as sexual harassment, difficult conversations, return to work interviews etc. <a href="#">Robinson Grace HR Consultancy- YouTube</a>	✓	✓	✓
'How to' Guides for Managers including guidance and implementation advice, flowcharts, scripts, including flexible working requests, conducting investigations, running return to work meetings	✓	✓	✓
Dedicated HR Consultant that gets to know your organisation and provides continuity of support, backed up by our wider team	✓	✓	✓
Complex case discussion, advice notes, scripts including performance management, restructuring and redundancies		✓	✓
Probation period advice and guidance		✓	✓
Recruitment advice (external and internal) and job description support		✓	✓
Recruitment audits: request a review of GDPR compliance in your recruitment process, an audit of Equality & Diversity in your job adverts, or your Glassdoor and Indeed employer profiles (or all of the above)		✓	✓
Annual Employee Engagement Survey: 16 standard questions with a report of findings			✓
Employee administration: offer letters, contracts, acceptance of resignation letters			✓
Employee data analysis including exit interviews, turnover rate analysis			✓
Strategic HR and people planning discussions (1 to 2 meetings per year)			✓

# Added Value for Retained Clients

During the course of our first year working together under a retained agreement, we'll complete a comprehensive review of your policies, processes and procedures to ensure your business is protected against costly employment tribunal claims via our 3-stage HR Audit.



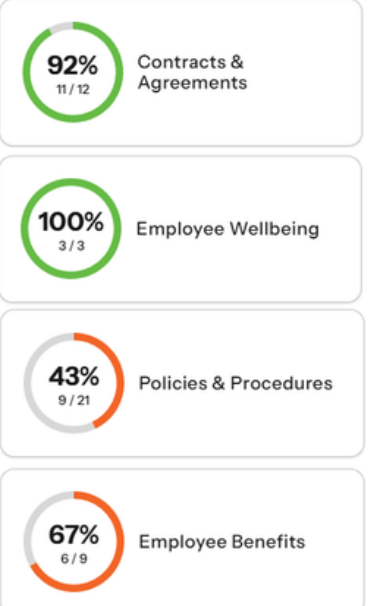
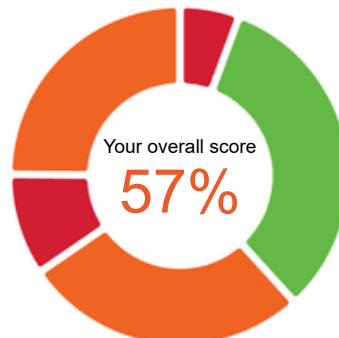
## Thank you for taking the HR Audit: Business Essentials

Your full report has been emailed to [john.smith@example.com](mailto:john.smith@example.com). [Change email address](#)

This questionnaire has asked you questions relating to business essentials to ensure legal compliance as well as organisational protection. Your overall score combines results from each section of the questionnaire, and individual scores for each section are indicated below.

All scores are generated to indicate which areas require immediate attention and support from your HR Consultant. If you have received any low scores, please don't worry! You will receive full support in rectifying any issues to ensure legal compliance and to make HR simple!

● low ● medium ● high



# Not Signing Up? Look What You're Missing

- ➔ Confidence that you're legally compliant
- ➔ Access to our online shop with over 100 ready-to-use templates
- ➔ Access to speedy, pragmatic advice, and safety in the knowledge that you won't be tripped up by missing the latest guidance or changes to processes when new legislation comes along
- ➔ Monthly legal updates, hints and tips to keep you up-to-date and on track
- ➔ A dedicated consultant that gets to know your organisation and understands your pain points, backed up by a wider team of additional support
- ➔ A complete audit of your HR policies, processes and contracts with an agreed action plan to achieve together
- ➔ Referrals to trusted partners to help your business run smoothly and support your team: HRIS, Occupational Health, Employee Assistance Programme, ATS
- ➔ No long-term tie ins. We know you will be delighted with our services, but if your circumstances change, simply give 3 months notice after your initial 12 months

“ We engaged Robinson Grace HR Consultancy to assist us with sensitive and complex staff matters, and we couldn't be more pleased with the results. From the outset, their team guided us through the intricate web that is HR! As a small company this hand holding was vital.

They provided clear, balanced guidance and helped us navigate some delicate situations with confidence and care. Their approach was always thoughtful and fair, ensuring that all parties felt heard and respected throughout the process. Their support not only helped us resolve the issues at hand but also strengthened our internal HR practices moving forward.

”

# Meet the Team



## Louise - Founder & Director

With over 25 years' HR experience, Louise's strengths include influencing at all levels, a proactive approach, and quickly understanding complex organisations. She has an engaging style and a reputation for helping people confront reality, with strong expertise in business transformation, TUPE, complex projects and employee relations cases.



## Andrew - Health & Safety Lead

A technical IOSH member, certified IOSH trainer and member of the Institute of Fire Prevention Officers, Andrew provides clear, strategic health and safety guidance for senior managers and supervisors. He also liaises with the HSE after serious incidents and works with fire services on commercial and domestic fire compliance breaches.



## Taruna - HR Business Partner

With over 12 years' HR experience across a diverse range of sectors including aviation, transport and logistics, education, charity and hospitality and a trained mediator, Taruna brings strong conflict management and employee relations skills with a hands-on approach. Taruna is a passionate advocate for workplace fairness and continuous improvement in HR.



## Claire - Learning & Development Consultant

Claire has 11+ years' generalist HR experience across people operations, policy implementation, performance management, and HR projects, alongside 6+ years delivering and coaching Level 3 and Level 5 HR apprenticeship programmes. Known for her organisation, attention to detail, and high standards, she supports individuals, managers, and organisations with clarity, confidence, and practical insight.



## Michaela - Client Services Manager

Michaela brings experience in operations, project and people management across SMEs, not-for-profits and national organisations. She leads our trusted partnership services and supports our marketing and social media. Detail-focused, she's also our in-house proof-reader.



## Sarah - HR Consultant

With extensive generalist experience mainly in the education sector, Sarah has strong interpersonal, negotiation and influencing skills, and builds effective relationships with colleagues and senior leaders. Sarah's experience includes designing and delivering training for managers on people management topics and is a certified workplace mediator.



## Lisa - HR Consultant

Lisa is an experienced HR generalist with over 20 years' experience in education. She has strong public sector and local government expertise, including schools, academies, MATs and independent schools, plus experience in data and tech organisations. She also specialises in employee (including union) relations, recruitment and selection, change and project management, including TUPE.




## Chester & Harper - Wellbeing Champions

Chester and Harper are our much-loved Wellbeing Champions. Chester champions fresh air with walking meetings and outdoor planning, while Harper keeps energy up with regular snacks and gives visitors a warm welcome - especially if they bring biscuits.



# We Look Forward to Working With You!

Contact us

 01793 311937

 [clientservices@robinsongracehr.com](mailto:clientservices@robinsongracehr.com)

Or to find out more about Robinson Grace HR Consultancy, visit

 [www.robinsongracehr.com](http://www.robinsongracehr.com)

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