

Human Resources Services

Level 2 – HR On Call

What Is It?

HR On Call is a programme of HR management support options that provide you with a qualified HR professional at the end of a phone, through email or in person at a meeting.

Your EBS HR professional will be able to guide you through all HR problem areas. Whether it is dealing with a poor performer, a grievance case or a disciplinary issue, your HR professional will offer advice, support and practical guidance on your options and detailed solutions, whilst ensuring you steer clear of the employment law pitfalls.

You can also be guided through the practical elements of increasing productivity through effective performance management, as well as be advised on the pros and cons of policy decisions that you need to make.

What are the advantages to my organisation?

- **Dedicated EBS HR Professional:** Unlike some HR support organisations that provide you with a telephone helpline which goes straight to a call centre, EBS HR ON Call matches you with one of our qualified HR specialists. That individual effectively becomes either your HR Manager or a support service to your HR Manager and you are free to contact them directly. By providing a dedicated individual they will get to know your organisation and are therefore better placed to provide you with speedy and pragmatic solutions to your business issues.
- **There When You Need Them:** You agree with your HR specialist how and when you want to use them. Do you prefer email or phone contact - or both - it's down to you. Face to face meetings can also be arranged when necessary or expedient.
- **A Choice of Payment Options:** Just like a mobile phone, you get to choose between a monthly 'Prepaid' option or a true 'Pay As You Go' approach.
- **Keeping You and Your Documentation Up to Date:** Employment legislation is constantly changing, both due to changes in the law itself and due to the court's interpretations. Your EBS specialist will advise you of changes and any EBS provided documentation will be kept up to date. They will also recommend changes that should be made to any other documentation that you use. Whilst we are guided by best practice, all documentation provided by EBS is designed around the needs of your organisation. We will never try to shoehorn a standard document or policy into your organisation; we will always customise the documentation to fit the specific demands of your business.

What Is Included?

The EBS HR On Call packages commence with an initial, no charge, meeting that allows the HR professional to get to know you and your business and understand any current issues. It also allows you to put a face to the person who you will be working with in the future. At the meeting the EBS expert will agree with you who in your organisation is authorised to contact them and make use of their time.

Thereafter, you will receive an estimate of work in advance of any proposed activity expected to exceed your current monthly package (On Call Prepaid) or one hour (On Call Pay As You Go).

HR On Call Prepaid - depending on your needs, a package of one, two or three hours of support per month will be agreed (this can be adjusted in the future if required). Each month your EBS HR professional will brief you on HR related information that is relevant to your organisation and agree any practical support needs stemming from that. You will also receive our quarterly briefing document.

HR On Call Pay As You Go - once the service is agreed, the HR professional will await your call. From time to time they will brief you on HR related information that is relevant to your organisation and discuss any practical support needs arising from that.

What Does It Cost?

HR On Call Prepaid

Delivered by telephone and/or email	
Documentation maintenance plus 1 hour per month	£115 per month
Documentation maintenance plus 2 hours per month	£180 per month
Documentation maintenance plus 3 hours per month	£245 per month
Additional hours added to the monthly package in advance	£ 65 per hour
Additional hours used during a month	£ 70 per hour
Deliver in person on site	£ 85 per hour
<i>Professional expenses will be charged at cost, with mileage at 40p per mile</i>	

HR On Call Pay As You Go

Delivered by telephone and/or email	£ 95 per hour
Delivered in person on site	£105 per hour
Set up fee	None
<i>Professional expenses will be charged at cost, with mileage at 40p per mile</i>	

All above costings exclude VAT

With both HR On Call options there is no minimum call charge or rounding of calls to the nearest 15 or 30 minutes - if you are on the phone for 2 minutes that is all that you will be billed for. For HR On Call Pay As You Go users, to avoid unnecessary administration costs, EBS will only invoice when the amount due has reached £150 or every six months (which ever is sooner).

About EBS Human Resources Services

EBS Human Resources is a specialist area of service from EBS Management Resources, a multi-disciplinary provider of business support services to companies with 15 - 100 employees. Service portfolios are provided for the key functions of Human Resources, Occupational Health, Marketing, Sales and General Management. EBS clients cover a wide range of industries and include Dayla, Bucks Net Services, Nottingham Forest Football Club and Red Door Communications.

The complete set of Human Resources services includes:

- Level 1 – HR Platform
- Level 2 – HR On Call
- Level 3 – Training
- Level 4 – Enhancing Performance
- Level 5 – Strategic Human Resource Management
- Level 6 – Employment Law - Tribunal Case Handling

Prices given above are correct as of 03/07