

OUTSOURCED HR MANAGER – FACT SHEET



Ever wished you could pick up the phone and get timely advice from a qualified HR professional on dealing with your employees? This HRM service gives you ultimate people management support. Partnering with you, we become your HR department managing the strategic and operational aspects of your workforce.

Your Outsourced HR Manager will assist with the full spectrum of HR services, including:

- Advising on employee entitlements
- Managing poor performance
- Handling employee Grievances
- Award Interpretation
- Providing industrial relations advice
- Workforce planning
- Managing disciplinary processes
- Assisting in Interview processes

As a client, you can invest in one of our HR team on a monthly retainer, or purchase “blocks” of time that can be used, when required,. You select the contract term or purchase an initial minimum block of hours, then make additional purchases of time blocks progressively as this time is used or your HR project is finished.

The foundation level of the Outsourced HR Manager (OHRM) is designed to support, you the Manager. You can also extend to the next level and engage the OHRM services to operate as a HR Department for your business, providing support to your employees when they have a HR question or issue at a transactional level. This service is paid as a retainer service.

HOW DOES IT WORK?

HRM has a team of qualified, experienced HR practitioners who are available during working hours (8:30am to 5:00pm) to be responsive to your enquiries. The details of all enquiries and our advice are documented at the time of enquiry and then you are provided with a report at the end of the month, indicating the time used from your block of hours.

When we receive a call, we quickly ascertain the reason for the contact and manage this as follows:

- A **high-risk** call will be logged immediately and a HR professional will contact you within four (4) business operation hours to discuss the appropriate action plan. Calls that would come into this category are considered high risk and may cause risk to the operation of the company. For example, workplace injury or accident of a high-risk nature, workplace harassment or assault, and high-risk industrial relations issues.
- A **medium risk** call will be logged immediately and a HR professional will contact you within eight (8) business operation hours to discuss the appropriate action plan. Call examples that would come into this category are workplace grievances, serious misconduct, and serious performance issues.
- A **low risk** will be logged immediately and a HR professional will contact you within twenty-four (24) business operation hours to discuss the appropriate action plan. Call examples that would come into this category are questions about conditions of employment, recruitment decisions, general discussions or mediation between employees.

Wherever possible, if the HR consultant is free, all calls will be actioned immediately.

WHAT HAPPENS NEXT?

If this service would assist your business, let us know when we can discuss customising the OHRM service HRM would love to become your HR business partner.

Contact us on phone: 5343 6032 or email: ask@hrmcc.com.au