AdviserPlus

CROWN COMMERCIAL SERVICES - G-CLOUD 14

Service Definition Document: Meeting Manager by AdviserPlus

Transforming the way businesses manage change processes to improve business and people outcomes.

AdviserPlus
Simplifying employee relations

An Empowering People Group company

Contents

ABOUT ADVISERPLUS

The ethos at AdviserPlus is to simplify the complexity in HR, whatever the size or sector of the organisations we support. Our focus is to digitally transform processes and empower managers to self-serve people matters, improving employee experiences and freeing up HR to focus on strategic priorities.

It is this approach that has led to us being in the privileged position of employee relations transformation partner of choice for leading brands such as Currys, BBC, National Rail, Bradford Metropolitan District Council, BT Group, National Highways and Sainsbury's.

By combining innovative technology, analytics and HR expertise, we transform ways of working to deliver the future of HR, helping you empower your leaders, engage your people and improve business efficiency.

A collaborative partnership

Invest in a partnership that supports you in the design and execution of your people strategy. With more than 20 years' experience in transforming employee relations, we have a deep understanding of the pain points faced by HR and line managers, and we have invested in developing unique tech-led services that address the challenges faced when navigating complex people matters. Our solutions simplify work, improve productivity and enable more agile, business driven HR teams.

Service overview

Transforming large-scale one-to-one consultation processes

With over two decades of experience in supporting our clients through organisational change, like redundancy, restructuring and contract variations, we are acutely aware of the pain points HR face in managing large-scale consultation processes. With this knowledge, we created a custom-built, unique solution called **Meeting Manager** that addresses common process pain points and transforms the management of one-to-one consultation meetings.

Large-scale consultations are complex to manage and those responsible for administering them have a significant undertaking on their hands. But, done well, consultations offer an opportunity to engage employees and identify opportunities to deliver the best outcomes for the business and individuals. It gives those impacted the opportunity to share their views and feel heard during what can be an incredibly unsettling time, so it's essential to get the process right.

Resolving the heavy admin burden of consultation meetings

Administration of diarising meetings for large volumes of impacted employees and note-takers.

Supporting managers with tailored scripts that ensure consistency and compliance, giving them the confidence to deliver focused consultations.

Accurately capturing and sharing consultation feedback, enabling managers to focus on being present without being distracted by note-taking.

Identifying any red flags that managers may need to be alerted to.

+AdviserPlus
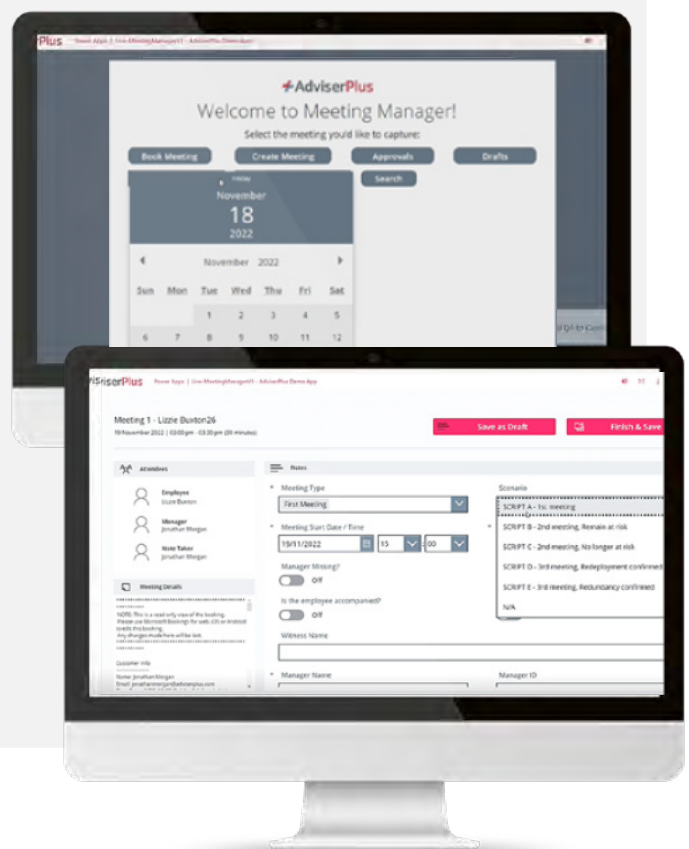
Service overview

Consistency, compliance and confidence

Ensuring the correct processes are followed, that HR teams are properly supported and that affected individuals are given the best possible chance to secure the right next step for them can have a positive and lasting impact, and conversely, getting it wrong can have a detrimental impact on the business and the wider workforce.

Meeting Manager was developed to reduce the admin burden and potential compliance risk of one-to-one consultations, and it revolutionises ways of working throughout the consultation process.

The platform features an online booking tool to schedule and run consultation meetings, taking out much of the time-consuming meeting administration. Scripts are provided within the platform to ensure managers running the meetings have the confidence to engage the impacted employee in the right way whilst also ensuring the approach is consistent and compliant.

Real-time management information and streamlined communications

A user-friendly dashboard provides real-time management information to ensure those managing the process can easily track progress. Consistent email communications can be triggered directly from the platform to impacted employees and those managing the consultation process, reducing the need for app switching. This again reduces the admin burden associated with large volumes of consultation meetings.

This can be complemented by the optional service of our expert, impartial note-takers who virtually attend meetings to ensure accurate and timely documented minutes are captured. This enables managers to focus on engaging with the employee, rather than taking notes themselves. Notes are captured within the platform, where they are reviewed by our expert QA team before being securely shared with those involved in the process.

Better employee engagement delivers better business outcomes

Significant change, such as redundancies, brings significant disruption that can impact productivity and employee morale, but engaging employees effectively in the process can reduce friction and reduce the negative impact. Meeting Manager ensures consultation processes deliver more positive employee experiences and better business outcomes.

"The AdviserPlus principles and ways of working have formed part of the footprint of change management within WHSmith going forward. We had a great working relationship with the AdviserPlus team who demonstrated lots of flexibility, patience, and super quick response times. We couldn't have managed this change programme in such a short space of time without them." *Group Head of People Operations, WHSmith*

Additional services

AdviserPlus is part of the Empowering People Group, which unites four expert businesses that share a passion for harnessing the power of technology to streamline work and enable people to focus on what they do best. The business change and redundancy services offered across the group redefine ways of working through people-centric, tech-enabled solutions that simplify complex processes, empower people and drive excellence.

Any change process is disruptive, but the way in which processes are managed is what will be remembered by those impacted and those who remain in the business. The Empowering People Group can support every stage of the journey through redundancy and organisational change to simplify the process and improve the experience for everyone involved. The companies within the group share a passion for employee engagement and have a proven track record in reducing the pain, risk and complexity of change management.

People-first employment law services

Solutions focused employment law advice services that support a culture of employee engagement during periods of significant change.

Our employment law services cover a breadth of needs, from TUPE to settlement agreements. We also offer a comprehensive set of resources designed to guide and support you throughout the entire redundancy process with our Redundancy Toolkits.

We are proactive partners and work with you to ensure you're ahead of the legal curve and your legal strategy meets the needs of today's ever evolving workforce and legal landscape.

Engaging outplacement services

During periods of significant change and transition, providing outplacement support is crucial for helping your employees successfully navigate the next steps in their careers.

Our outplacement services are designed to empower individuals with the tools and guidance they need to thrive in their future endeavours. We understand that each employee's needs and objectives are unique, and our flexible approach ensures a tailored experience for every individual.

We're passionate about simplifying change processes to empower HR to focus on supporting those most important in any change process – people.

Implementation

We have extensive experience of delivering implementation and transition activity to scope, within budget and to timescale. Keys to our successes have been:

- The application of a proven methodology;
- An appropriate investment in up-front planning;
- Regular engagement and effective communication; and
- Working collaboratively in partnership with the clients we support.

Typically, Meeting Manager implemetation takes one month. The implementation and transition will be overseen by an experienced Project Manager. Whilst we drive the governance, administration and deliverables, we very much see the project collaboratively, in the spirit of the partnership approach we seek to foster with all of our clients.

Programme Governance

The programme will be delivered via a tiered governance structure:

- **Project Team**
  Project Team meetings will be held weekly to review project progress, as well as key risks and issues across the work-streams. In addition, ad-hoc meetings will be scheduled where required to support with the delivery of the project. The Project Manager will communicate the direction provided and decisions made by the Project Board. The Project Manager will be responsible for any escalations to the Project Board in line with the agreed communication strategy. The following guiding principles will be adopted by the Project Team:

  - Every member must be clear on the accountability associated with their role;
  - Every member must know what project and work-stream success looks like; and
  - There will be continuity of business service throughout the project.

- **Work-stream Leads**
  Work-stream Leads are responsible for defining actions required and communicating them to the Project Manager for inclusion in the overall project plan. They are responsible for the successful delivery of said actions in the agreed timescales, for reporting progress against plan and for raising risks and issues to the Project Manager. Work-stream Leads will:

  - Be the project champion for their work-stream;
  - Provide business assurance and sign-off of the overall solution process design;
  - Ensure the process design is understood and owned by their work-stream area;
  - Ensure effective resolution of issues; and
  - Conduct and co-ordinate any activities necessary to ensure the solution is fit for purpose.

Technology and information security

Application Architecture

The architecture diagram outlined in this section is used to illustrate the typical organisation of our product stack and can be configured in accordance with client requirements.
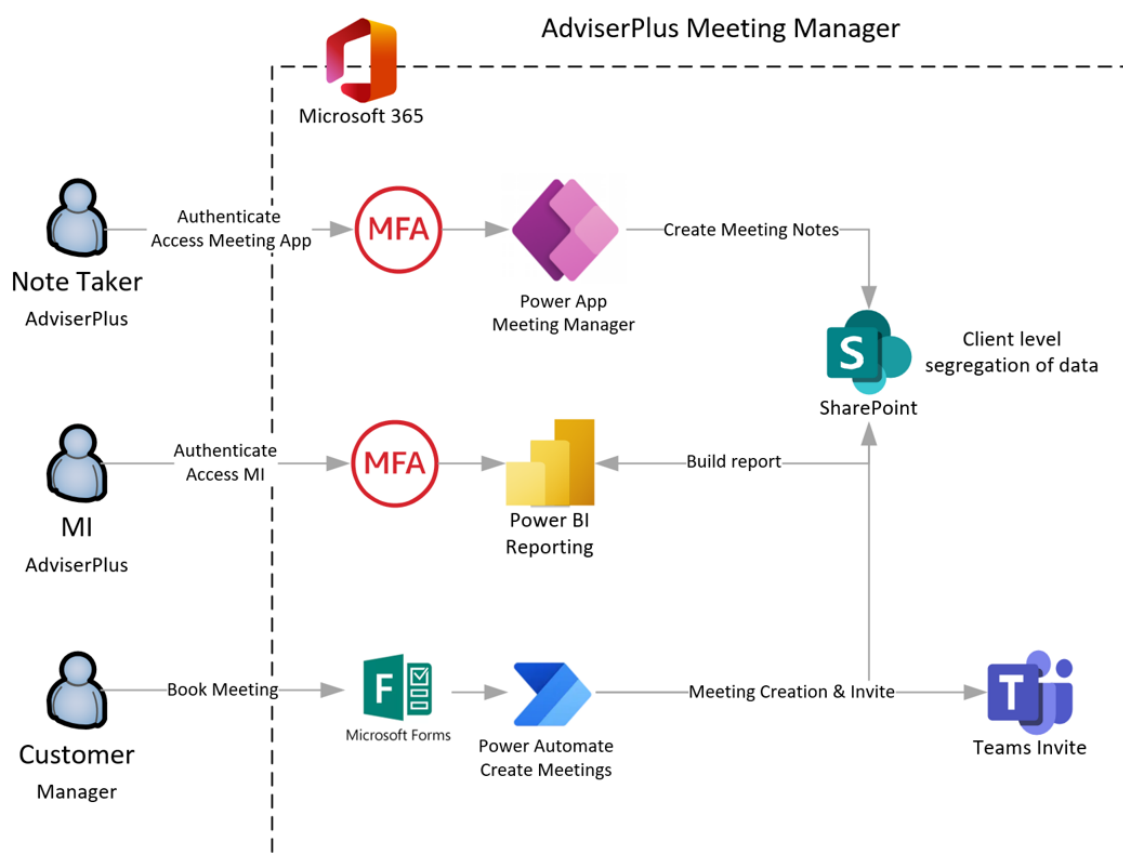
Figure 1. A network diagram illustrating how users access applications.

Technology and information security

Information Security Statement

One of the key objectives of the management of AdviserPlus Business Solutions Ltd (AdviserPlus) is to ensure that there is a secure environment for all company and client information and to ensure business continuity allowing the availability of information to authorised users.

AdviserPlus has identified and minimised the business risks by controlling and preventing the inappropriate use of assets to ensure the protection of confidentiality, integrity and availability of information.

This statement and its supporting information security policies and documentation applies to AdviserPlus's operations and business support functions, whether office, site or home based.

This statement applies to all employees, contractors, consultants, temporary personnel, and other workers including all personnel affiliated with third parties.

In order to achieve this objective, AdviserPlus has established and maintains an information security management system which complies with the requirements of the Information Security Management standard ISO27001:2017 (and are transiting to 2022 version). The system is subject to internal review and external assessment and security objectives are set to demonstrate commitment to the continuous improvement of the system.

Information security objectives are aligned to the company strategy and are approved by the Chief Financial Officer who the executive team have delegated authority to; these are established, measurable and reviewed as appropriate.

AdviserPlus's information security policies, associated processes and procedures must be adhered to by management, staff, contractors and temporary workers and they may impact visitors, suppliers and customers.

AdviserPlus ensures that management and employees are fully conversant with its objectives through employee induction, training and education programmes.

Information Security Manager
3/5/2024

UK GDPR

compliant

ISO27001

EMPOWERING PEOPLE GROUP
Simplifying employee experiences

+AdviserPlus

Get in touch to discuss your business change needs

For more information, please get in touch

🖥 adviserplus.com

📞 0844 327 2293

✉ info@adviserplus.com

f 🐦 in