

Service Definition – People Science Consultancy Services

Supplier: The People Experience Hub

Framework: G-Cloud 13 – Lot 3 (Cloud Support)

Service: People Science Consultancy & Employee Experience Advisory Services

1. Service Overview

The People Experience Hub provides expert People Science consultancy to help organisations maximise the value of their employee listening and improve their employee experience. Our Chartered Psychologists, organisational behaviour specialists, and people analytics consultants work alongside clients to design evidence based, contextually appropriate employee surveys, develop insights, and support leaders to make informed decisions that enhance culture, performance, and wellbeing.

We combine rigorous research and behavioural science with practical, real world consulting. Our services span survey design, organisational diagnostics, data interpretation, insight generation, stakeholder facilitation, communication planning, and action planning support. Our approach is built on partnership, curiosity, accessibility, and methodological integrity.

2. Service Features & Components

2.1 Employee Listening Strategy

- Workshops with People & Culture teams to clarify goals, success measures, stakeholder groups and ultimately identify the listening methods and themes appropriate to the organisation over time.

2.2 Survey Design Consultancy

- Bespoke survey design aligned to client culture, strategy and values.
- Behavioural science based frameworks (e.g., Think–Feel–Do) to identify experience drivers.
- Accessible, inclusive question design, including translations.

2.3 Survey Communications

- Development of communication plans tailored to diverse workforce groups and working environments.
- Workshops to identify barriers to participation and support inclusive engagement.

- Production of supporting assets (posters, banners, scripts) and messaging for leaders and managers.

2.4 Bespoke Insights Reporting

- Senior consultant interpretation of statistical and thematic data.
- Identification of organisational strengths, risks, cultural dynamics, and priority themes.
- Development of strategic and tactical recommendations for boards, senior teams, and wider audiences.

2.5 Executive Presentations

- Presentation of findings (based on Insights Reporting) to executive teams.

2.6 Action Planning Support

- Facilitation of leadership or departmental workshops to co-create meaningful action plans.
- Coaching managers on interpreting results ethically and effectively.
- Development of communication plans to support transparency and accountability.
- Guidance on measuring progress and embedding sustained change.

2.6 Qualitative Research

- Interviews and/or focus groups to reveal deeper or more specific insights into a problem or theme
- Can be pre-survey to enable quantification of insights found, or post-survey to refine insights and provide additional context to results
- Development and presentation of a report normally included.

3. Benefits of the Service

- Improved organisational understanding of employee experience and engagement drivers.
- Evidence based recommendations grounded in psychological and organisational research.
- Clear prioritisation and actionable insights for leaders.
- Increased clarity, transparency, and confidence in decision-making.

- Support to deliver measurable improvements in culture, wellbeing, diversity and inclusion, and retention.
- Professional delivery under accredited security, governance and quality controls (ISO27001, Cyber Essentials, GDPR).

4. Roles & Responsibilities

Supplier Responsibilities

- Provide qualified People Scientists/consultants.
- Deliver planned consulting sessions, workshops, and reports.
- Provide guidance on methodology, communication, and organisational readiness.
- Maintain data governance, confidentiality, and information security aligned with ISO27001 and UK GDPR.

Client Responsibilities

- Provide timely access to stakeholders and organisational information.
- Attend workshops and review/approve materials within agreed timeframes.
- Support internal communication and dissemination of insights.
- Ensure internal governance for decision-making and follow-through.

5. Service Constraints

The consultancy service is subject to the following constraints:

- Consultancy delivery is limited to the number of days or work packages agreed at call off.
- Progress is dependent on the availability and engagement of client stakeholders (e.g., steering groups, leaders, comms/HR).
- Timelines depend on client turnaround for approvals and provision of organisational data.
- Insights and recommendations depend on the quality, completeness and participation levels within client data.
- Onsite consultancy may require separate day rates and preapproved travel and subsistence expenses.
- Services do not replace client governance or management accountability — we advise, clients decide.

6. Pricing (Summary)

Pricing is delivered via consultancy day rate or fixed price work packages and may include:

- Employee Listening Strategy Workshops
- Survey design consultancy
- Survey Communications
- Bespoke Insights Reporting
- Executive Presentations
- Action planning support
- Qualitative Research
- Optional onsite delivery (separate rate + reasonable expenses)

Full pricing is provided in the accompanying G-Cloud Pricing Document.

7. Onboarding & Offboarding

Onboarding

- Kick-off workshop with project leads and stakeholders.
- Agreement of scope, timelines, governance, deliverables, and communication plan.
- Mapping of organisational structures and data needs (if required).

Offboarding

- Handover of consultancy outputs, recommendations, and agreed artefacts.
- Optional post project review session.
- Raw data and analytics available on request in CSV/Excel formats.

8. Service Performance & Service Levels (SLAs)

- To be agreed as part of contracting or onboarding.
- Escalation channels to be provided.
- Planned activity scheduled in advance through the Client Success Manager or Consultant.

9. Information Security & Data Protection

- ISO/IEC 27001:2013 certified Information Security Management System.

- Cyber Essentials certified.
- Data encrypted in transit and at rest using industry standard protocols.
- Dedicated Data Protection Officer and structured incident reporting processes.
- All data processed and stored in the UK using secure AWS London data centres.
- Full adherence to UK GDPR and Data Protection Act 2018.

10. Ordering & Invoicing

- Services can be purchased through GCloud via call off contract.
- Invoiced alongside SaaS if taken as part of a package, or monthly in arrears if taken separately.
- Purchase orders required before delivery starts.

11. Termination Terms

- Standard 30-day termination notice for stand-alone services unless otherwise agreed.
- All completed work to date is billable.
- Data returned to client securely; copies removed in line with data retention policy.

12. Support Available

- Dedicated Client Success Manager
- Senior consultant oversight
- Ongoing advisory sessions where procured
- Email and virtual meeting support
- Documentation, guidance, and templates for communication and action planning