

MERAKI HR



MERAKI HR

What we do & why we do it

Our Purpose



We want to make every business we work with a great place to work, as we love to see businesses succeed through their people.

How we do it



We work in partnership with leadership, management and employee teams to create and deliver the right people policies, processes or projects for your business, and we keep things simple!

Our Values drive **everything** we do



Be Meraki

We love what we do and want to see businesses succeed through their people.



Excellence

Providing you with an exceptional level of service and support.



Professional

It goes without saying really, but we do what we say we will, on time and on budget.



Integrity

Doing what is right for your business and your business alone.



Commercial

We look at the commercial aspect and the risk of every HR decision, before we make it together.



Practical

We keep people policies, practices and solutions simple and easy to follow.

At Meraki HR, we CARE about our customers

C = Customer Experience.

We want to make sure you are delighted with our service. We value your opinion of your experience when dealing with us. We will send you a Trustpilot short survey as your feedback helps us to make improvements to our service.

A = Average Response Time.

We will acknowledge your email/phone calls and queries within a 2 hour timeframe and respond to all your email/phone calls and queries within a 4 hour timeframe.

R = Relationships.

We like to meet all our clients in person at their premises whenever this is possible. We will arrange regular catch-up calls via Zoom/Teams, via telephone or in person as this helps us to get to know you better and understand more about your business, which enables us to give you the best HR advice and support at all times.

E = Empathy.

We put ourselves in your shoes and we seek to understand each and every situation fully. We don't use scripts at Meraki HR to provide our clients with advice, and we are not an HR advice line call centre. Your situation is unique to you and we provide our advice based on many years of real life HR experience.

Who we are

We are MERAKI HR



Meraki (MEH-RAH-KEE) is a word, often used by modern Greeks to describe doing something that you do with soul, creativity, or an absolute passion. It's when you put something of yourself into what you're doing, and your people are our passion!

Meraki is who we are and what we believe in.

We provide the perfect blend of practical and professional HR solutions that work for a business and its bottom line.

Working with us helps business to improve employee engagement, culture, people processes and procedures, which in turn will help and support you to deliver your business goals. And we do it all with our special touch of **Meraki!**

MERAKI HR

Meet the Team



Emma Browning
Managing Director



Elina Byrne
Executive Assistant



Rachel Sherson
HR Business Partner



Hannah Williamson
HR Business Partner



Elise Chownes-Dove
HR Consultant



Rachel Collar
HR Consultant



Jane Fryatt
HR Consultant



David Yeabsley
Trainer



Deborah Cooper
Trainer



Kerry Bonfiglio Bains
Recruitment Strategist



Nick Marlow
Executive Coach



Rebecca Mander
Executive Coach



Lucy Whitehall
Executive Coach

Award Winning Business



How we can support you

How we can support you



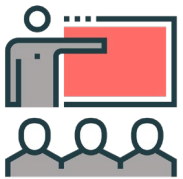
Your HR

Whether you need our HR expertise once a week or once a month, or just for us to be available by Teams/Zoom, phone or email, there is a way that we can work together that suits you, your business and your budget.



Training

We create bespoke training courses to help your managers/leaders improve their people management skills.



Coaching

Gallup and MBTI qualified coaches, we work with you on a 1:1 basis or with teams to develop people to their full potential.

How we can support you



Recruitment

Following a review of your current recruitment process, we create a bespoke recruitment process for your business, addressing your concerns and training your managers on any aspect of the processes required.



Ad – Hoc HR Projects

HR projects delivered within an agreed timeframe, with experience and professionalism in managing and implementing change, process improvements, employee engagement, culture and values, re-organisations and re-structuring.

**“ “ Don't take our word for it,
here's what some of our
clients have to say about us ” ”**



Becky Murphy

Director, Babelquest

We wanted to build a long term relationship with an independent HR specialist as we grow our business. We wanted to make sure that we have the right people policies and processes in place to ensure that we are meeting employment legislation as well as being able to attract, retain and develop the best people for our business. We chose to work with Emma as she seemed to just understand what we were looking for, and has been responsive and supportive with all of our needs to date. We have now been working with Emma for the last 5 years, and in this time we have recruited and retained some fantastic talent, including our own People and Culture Manager. Emma continues to work with us and is now an integral member of the Board in her role as an NED.



Alex Andrea

Managing Director, Fastlane Paint & Body Group

My company bought a business from a large German motor manufacturer, this included the TUPE transfer of all staff; 90% of whom were Trade Union Members. I could not have dealt with this process without the professional and friendly help from Emma and her team. Emma and her team simplified what felt like a complicated process from a due diligence stage, to the actual takeover itself and have now been supporting us in our business on an ongoing retainer basis for the last 4 years. Thank you Emma!



Mark Ashbridge

Executive Director, Ashbridge Partners

I met Emma at a Soho Farmhouse presentation she did to entrepreneurs. I was immediately inspired and impressed by her understanding and knowledge of how to recruit and retain the best people. As a part of this she also articulated the importance of ensuring all your team 'live the values' and know what we add to the world by doing our job. As a result we asked her to lead a team workshop to establish our values and our what, how and why. This was inspiring for all the team and helped us to collectively understand what we are about and why we are different from our competitors. We will definitely use Emma again for the next phase of our business journey.

Melinda Kenneway

CEO, Kudos Innovations

As a start-up, we've required a variety of HR support over the early years of our growth, from the basics of putting good recruitment policies and plans into place, through to building an appraisal system from the "bottom up" – with whole team involvement to create a process that everyone has had a voice in creating. Emma and her team have been on hand to help – always responsive, professional and reliable. Emma has also helped us through challenging phases for the business too – ensuring both the needs of management and staff are fairly represented. We've been hugely impressed by everyone we've met from the Meraki team and I wouldn't hesitate to recommend them.



Want to get in touch?



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Your People | Our Passion | Your Success