

DEFINISI HR



MERA KI HR

How we work

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.

We are your HR Business Partners



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.

We CARE about our customers

C Customer Experience.

We want to make sure you are delighted with our service. We will send you a Trustpilot short survey after working with us, 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 the working day.

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.

MERAKI HR

Who we are

Meet the Team



Emma Browning
Managing Director



Rachel Sherson
HR Business Partner



Donna Chadbone
HR Business Partner



Maisie Checkley
HR Administrator



Elise Chownes-Dove
HR Consultant



Jane Fryatt
HR Consultant



Kerry Bonfiglio Bains
Recruitment Strategist



David Yeabsley
Trainer & Coach



Helen Joy
Trainer & Coach



Lisa Lloyd
Wellbeing Expert

**Our Key Services to help you grow
your business**



Key Services

- 1. HR Oxygen** – Our Retained HR Service – Three Levels of HR support at a Fixed Price per month
- 2. Recruitment** – A Fixed Price menu approach to recruitment so that our clients can pay for as little or as much help from us as they need
- 3. Training** – Our Highly Effective Leaders (HELP) and Highly Effective Manager (HEMP) programs, gives leaders and managers the knowledge, skills and confidence to manage and motivate their teams – a Fixed Price for Six Modules.
- 4. HR Projects** – we work with business owners or internal HR teams to deliver any people related projects for a Fixed Price, they may not have the experience or the time to manage

HR Oxygen

**Our Outsourced HR Support Service to
help you “breathe” and get on with
running your business**

HR Oxygen Service



- Managing people is tough! Our HR Oxygen service is here to help you “breathe” and get on with managing your business!
- If you’ve ever had to tackle a people issue on your own, you’ll know just how stressful it can be! Having your very own HR Expert on speed dial is invaluable. We are all highly qualified and most importantly, highly experienced HR professionals.
- We get to know you and your business inside and out, so that we are able to give you the best possible HR advice tailored to the needs of YOUR business.
- We don’t work from “off the shelf processes” or “scripts” at Meraki HR. You can trust us to give you the valuable gift of our experience and technical know how, as chances are, we will have dealt with and experienced the employee issue you find yourself having to deal with.
- We have a 100% client retention rate on our HR Oxygen service as people love the support and advice we give them and stay with us as a result of our exceptional service and support.
- Best of all we don’t tie you into a 3/5/7 year contact like the big, corporate providers. You sign up for just 12 months, and if you are not happy at the end of the 12 month period, you can walk away (not that anyone does!)

MERAKI HR



Bronze

£275 + VAT per month

12 hours of HR support per year*

Initial Audit of your HR Documentation

Breathe HRIS for up to 11 employees

Contract of Employment Template

Discipline and Grievance Policies

Discounted additional HR Support Hours at £95 per hour as and when you need them

* On a Pro-Rata Basis



Silver

£499+ VAT per month

24 hours of HR support per year*

Initial Audit of your HR Documentation

Breathe HRIS for up to 20 employees

Contract of Employment Template

Employee Handbook Template which includes a Discipline and Grievance Policy plus all legally required policies

Access to our managers workshops

Quarterly Reviews with your dedicated HR Business Partner

Discounted additional HR Support Hours at £95 per hour as and when you need them



Gold

£699 + VAT per month

36 hours of HR support per year*

Initial Audit of your HR Documentation and HR processes

Breathe HRIS for up to 50 employees plus starters, leavers and probation processes managed

Bespoke Contract of Employment

Bespoke Employee Handbook to ensure you are legally compliant and have the best practice people policies of your choice in place

Access to our managers workshops

Monthly Reviews with your dedicated HR Business Partner

Discounted additional HR Support Hours at £95 per hour as and when you need them

Gold

 **breathe**
Certified Partner

Recruitment

A fixed price, menu approach to recruitment, so that you have as much or as little support as you need.

Recruitment



- Finding great people in a passive recruitment market is challenging and can be very time consuming!
- We're here to help you with your as little or as much of your recruitment process as you need.
- Our fixed priced menu approach to recruitment means that you can select the exact amount of support you need from us.
- Helping you to get your recruitment right first time!
- We partner with Hireful, which is an Applicant Tracking System to provide you with a flexible and efficient way to advertise any vacancies and manage your applications/recruitment process.
- For some roles, you might want to use a specific job board, or a few select job boards, for other harder-to-recruit roles you might need wider coverage or specialist job boards. We can let you know which job boards will work best for your role. You'll be invoiced at the beginning of the month for any roles you would like our help and support with.

Advertising costs

We can advertise on a variety of key job boards.

Here's details about the platforms we'd recommend, including cost, campaign length and which roles these platforms are best for.



Indeed

FREE

No closing date

Ideal for all roles



Reed / CV Library

£115

4 week campaign

Ideal for all roles



Total Jobs / Jobsite

£150

4 week campaign

Ideal for all roles



Charity Job - unbranded

£145

4 week campaign

Charity sector



Charity Job - branded

£195

4 week campaign

Charity sector



LinkedIn Adert - branded

£150

1 week campaign

Senior /
Management roles

Recruitment stages



STAGE 1

Create Job Description	£150	If required
Write job advert	£150	If required
Create Candidate Pack	£499	If required. This included us creating a brochure to promote the company, the opportunity and what it's like to work for you. Sent to shortlisted applicants with the Job Description.
Create Interview Questions and Tasks to assess skills and experience	£499	If required. This includes creating competency based interview questions that relate to the Job Description and designing of an important task/s for their role to demo skill levels.

* All costs are applicable to VAT

Recruitment stages



STAGE 2

Manage Applications via Hireful

£499

We will send each application a holding response saying that their application has been received and that you will respond to them within an agreed number of days.

We will send you each applicants CV for you to determine who you want to interview.

* All costs are applicable to VAT

MERAKI HR

Recruitment stages



STAGE 3

Pre-Screen all
Applications

£995
Plus cost
of stage 2

We will pre-screen all applications against the Job Description and provide you with only those candidates that match your Job Description. We will reject all unsuitable candidates for you.

* All costs are applicable to VAT

MERAKI HR

Recruitment stages



STAGE 4

Conduct a Zoom or Teams Interview with all suitable candidates. £1995

We will conduct a 1st stage interview via Zoom or MS Teams with all candidates who meet your Job Description/selection criteria and then forward you a shortlist of suitable candidates for you to interview.

* All costs are applicable to VAT

MERAKI HR

Recruitment stages



STAGE 5

Arrange final Face to Face interviews for you. £499

We will contact the selected candidates for you to interview via email/text to arrange the interviews with you on your chosen dates and times.

We will confirm and re-confirm these interviews with all shortlisted candidates to ensure attendance.

* All costs are applicable to VAT

MERAKI HR

Other recruitment services



Creating your Employer Brand

£3,995

We work with you to create a Careers Page on your website to make sure your company history, purpose, vision, values and employee stories are captured to help you appeal to the best possible candidate and improve your number/quality of applicants.

Creating your Employer Value Proposition (EVP)

£3,995

We review your salary and benefits packages against market data, also reviewing your work environment and culture to ensure your EVP is competitive, and therefore help you to recruit great candidates. We will also make recommendations for any improvements required.

Designing your Recruitment Process

£2,995

We will work with you to create your recruitment process from beginning to end to ensure you are able to recruit someone with the right skills and competence required to fulfil the needs of the role.

Disc Psychometrics

£400
per person

We are all trained in Everything DICS, and can create report for shortlisted candidates, helping us to understand whether they will be a good fit for the role and your team.

* All costs are applicable to VAT

MERAKI HR

Training, Coaching & Mentoring

Making sure your leadership and management teams have the skills required to manage and motivate their teams to achieve your business goals.

The Highly Effective Manager Program



- Whether you're an experienced manager looking to update and improve your skills or a new manager who wants to know everything there is to know about managing and motivating a team, then we've got you covered.
- With six modules delivered over a timescale to suit you, we will give you the skills to become a highly effective manager.
- Plus, you'll get to practice your newly acquired skills in a safe environment with a peer group that will encourage and support you as you learn.
- ✓ This program is available as an "in house" program at a total cost of **£14,995**, which can either be paid in full with a 5% discount before the program starts, or can be paid monthly at a cost of £5,100 per month for 3 months.
- ✓ Or you can join our virtual program which has intakes in January or September each year at a cost of £1,995 per person. This program has one module a month delivered over a 6 month period.

The Highly Effective Leader Program



- If you are new to leadership, you need to understand the difference between being a manager and a leader and then make that transition into your leadership role.
- With six modules delivered over a timescale to suit you, we will give you the skills to become a highly effective manager.
- You'll get to practice your newly acquired skills in a safe environment with a peer group that will encourage and support you as you learn.
- This program is available as an “in house” program at a total cost of **£14,995.**
- Minimum no of delegates 4 – maximum number of delegates 12.

Bespoke Training



Do you or your managers need training on how to interview successfully, manage effective appraisals or performance meetings, manage disciplinary meetings, or reduce sickness absence, unravel employment law or develop a coaching management style?

Do your team need a session on resilience, self care or managing their well being and their own development?

Whatever the topic, if it's people related, then we can either develop a course for you or tailor an existing course for your specific needs, making it highly valuable and appropriate for your business. All courses can be delivered in person or virtually for a maximum of 12 delegates per session.

- £2,000 per day
- £1,200 per ½ day
- £850 for a 3 hour online workshop

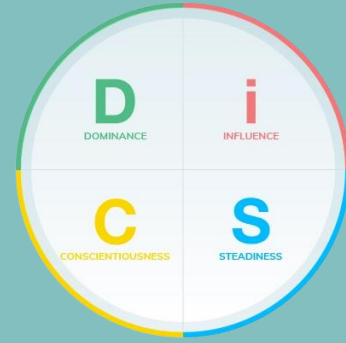
Coaching/Mentoring



We have a number of qualified coaches and we will ensure that a chemistry meeting take place at no cost to you, to ensure you find the right coach to work with, either in person or via Teams/Zoom.

We can also work with your managers or a team to help them work effectively with others using a variety of psychometric profiling tools to encourage self awareness and personal development as part of their coaching program.

- Coaching in person or virtually is £345 per 90 minute session or £1,995 for 6 sessions
- Half day of coaching for 3 employees is £995
- A full day of coaching for 5 employees is £1,750



Psychometric Profiling

Over 50 million people across the globe have used DiSC profiles, making DiSC® the most recognisable and validated psychometric assessments.

DiSC® provides you with the latest generation of psychometric tools to develop your entire workforce.

DISC Reports



- DiSC® psychometric reports have endured for a reason. The genius of DiSC is that it delivers powerful insights in a simple and compelling manner, and quickly creates a common language for understanding and improving team dynamics and performance.
- These tools have the power to transform learners' understanding of themselves and others, offering new choices for how they interact with the people around them.
- Each profile tells a story that the learner can easily connect with; the learner can act immediately to put the insights and strategies into practice with anyone.
- All of our team are DISC qualified and able to administer the assessments and provide feedback to your people about their reports, as well as delivering workshops for you and your team to improve communication and team working via a better understanding of themselves and others through DiSC.
- There are a number of DISC reports that we can use, and we recommend that there is a feedback call with each person to share their report with them and help them to understand their strengths and development areas. **Feedback call including your required Disc report is £400**

HR Projects

We can work with you, your leadership or management team and your employees on a wide variety of people based projects that help you to attract, develop and retain the best people for your business.

Examples of projects we could help with

- ✓ Creating your Employer Brand or Employer Value Proposition
- ✓ Creating your Company Values
- ✓ Designing your Recruitment Process or recruiting your next employee
- ✓ Creating a Performance Review process
- ✓ Occupational Health reports
- ✓ Salary benchmarking or a review of your benefits
- ✓ Settlement Agreements to exit employees
- ✓ Redundancies or re-structuring activities
- ✓ TUPE Transfer of staff either into or out of your business



HR Health Checks

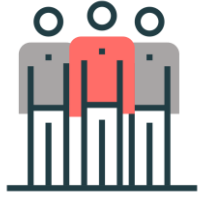
Gold £1,995 – Aimed at larger businesses or businesses who want to become a great employer and a great place to work

This covers absolutely everything that you do in relation to your people. We review all paperwork and documentation that relates to your people; from recruitment of an employees to the exit of employees and everything in between! We provide you with a detailed report and using a simple traffic light system, identify where you are not meeting employment legislation; RED, areas which you could improve upon to ensure you are able to attract and retain the best people for your business and GREEN for areas where you are doing just fine. We will then meet with you to discuss your report in detail and then create your people strategy to help you meet your business goals.

Silver £995 – Aimed at smaller businesses with 5 or more employees, who want to ensure they are a legally compliant employer

This covers everything you need to have in place legally as an employer. We will review all your employee paperwork and documents. We will provide you with a comprehensive report which will details clearly if you are failing to meet employment legislation, and wherever possible we will fix these areas for you on the day, providing you with any template documents you require such as a standard contract of employment or a standard employee handbook, at no extra cost.

MERAKI HR



Your First Employee Pack

£750

This will include everything that you legally need for a new employee joining your business. A personalised Offer Letter, a Bespoke Contract of Employment suitable for your new employee, a Job Description Template, a Disciplinary and Grievance Procedures, a Welcome Letter, as well as reference and induction templates.



Individual Contracts of Employment

£375

Using your Company logo and branding, a bespoke contract of employment template will be created for your employees. Directors, part-time employees, Home workers, fixed term contractors, zero hours' workers, consultants or freelancers. This cost includes one set of amendments. Further amendments are charged for on a time taken basis.



Employee Handbook and Policies

From £500-£995

A Template Employee Handbook includes everything you need to have to be a legally compliant Employer. A Bespoke Employee Handbook will be tailored to your specific requirements and suit the tone, culture and language of your business. The Employee Handbook will include policies on everything you need to recruit, retain, develop and exit employees ensuring that you meet employment legislation and ACAS best practice guidelines. Individual policies tailored to your business needs are available from **£150 per policy**.

MERAKI HR

Your HR Director

£1,200 per day



We work with you, and your Leadership team to create, develop and implement your people strategy to ensure you meet your business goals.



We can work within your business on a regular basis, whether that's once a week, once a month, bi-monthly or quarterly. This helps us to understand and get “under the skin” of your business. We work closely with your managers and your employees to help you achieve the best results through your people.

MERAKI HR

Your HR Business Partner

£850 per day



We work with your management and employee teams to deliver your people strategy to ensure you meet your business goals.



We can work within your business on a regular basis, whether that's once a week, once a month, bi-monthly or quarterly on a remote basis or at your premises if required. This helps us to understand and get “under the skin” of your business. We work closely with your managers and your employees to help you achieve the best results through your people.

MERAKI HR

Your HR Advisor

£500 per day



We work with your management team to ensure your employee administration and information is absolutely “tip top” within Breathe HR, to support key management information is available to help you analyse key employee data and identify any trends requiring action.



We can work within your business on a regular basis, whether that’s once a week, once a month, bi-monthly or quarterly on a remote basis or at your premises if necessary.

MERAKI HR



Pay as you Go

When you need urgent help and support via telephone, email or at your premises. We can provide advice, draft letters and documents and help you to manage and resolve complex employee relations issues. This service is ideal for crisis situations which are managed by our most experienced, HR Director level members of the team. ***Pay as you go hours cost £175 per hour and are invoiced as they are used.***

**“ “ 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 are growing 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 7 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 6 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 workshop, 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 have been working with Emma for over 4 years and now work with Emma and the Meraki HR team on a retained basis.



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.



Helen Carter

Director

The Scott Foundation

Initially I was uncertain about whether it was right to 'outsource' this recruitment. Previously I've done all the recruitment directly and managed all aspects, so this was quite a leap for me. I'm happy with how it has gone, and it was really good to work with you on this. I really liked the candidate pack you created to send to people who were being pre-screened by you, and this reflected the Trusts in a way that would really resonate with prospective candidates. This is a great idea, and it was really well put together. The pre-screening done by you, was good to have you do and the notes you made were helpful and informative, so thank you for doing these. In particular, I'm grateful as I just don't think I'd have had the capacity to get this important recruitment work completed during the period it fell which was a really busy time, so thank you to you and the Meraki HR team.



Lee-Anne Postans

HR Manager, Lakeland Arts

We recently required external HR support and I had an initial meeting with Emma to see where Meraki HR could help. From the first meeting I have found their service to be faultless, subsequent meetings with Rachel ensured the process went smoothly and employees involved were quickly put at ease during a stressful time. I would have no hesitation in recommending MerakiHR either for long term support or a one off occasion. I am looking at training for employees later this year and Emma and her team will be my first point of call.



Ruth Power

Director of Business
Development, Financial
Management Bureau

We needed some support with our recruitment process which hadn't been reviewed for a long time. Meraki supported our HR Manager in updating and improving what we already had in place and suggested new ways of thinking about things from job ad, scoring, selection and induction/probation process. The whole experience was great and has given us tools to use going forward. We highly recommend Meraki!



Joan Lind

Managing Director,
Trybooking

HR is such a minefield and you need a knowledgeable, responsive and trustworthy partner – this is exactly what Meraki HR are.

Their responsiveness and advice goes above and beyond every time.

They also have very clever support packages so their resource and skills are accessible to any size of organisation.



Susan Denney

Finance and Admin Manager,
Kendal Town Council

We are new clients to Meraki, really happy with the service and professionalism of all the Meraki HR team who are friendly, & approachable. Comprehensive knowledge and professional advice.



Pippa Smith

Executive Officer,
Sir John Fisher Foundation

A very friendly and professional service. We really enjoyed working with Emma, Melissa and the team and were delighted with the outcome of our recruitment process.



Brackens Roofing

We engaged Meraki to review and update all our company HR documentation, including the employee contract template. From the initial meeting with Emma, to the ongoing support and advise they have provided, we have been impressed with the Meraki team's professionalism and commitment to their clients. We wouldn't hesitate to recommend them.

Want to get in touch?



Meraki HR North: 015394 82709
Meraki HR South: 01865 648548



www.merakihr.com



hello@merakihr.com



[Click to schedule a call with us](#)

Your People | Our Passion | Your Success