



ARE (UK) Ltd

The Challenge

People Magic were asked to undertake a review of the HR policies and procedures in place. The company were committed to improving underlying practices and were looking for a clear roadmap to achieve this.

The subsequent review of practices identified that the key elements of people management were generally understood and prioritised by the business but that a lack of documented procedures meant that there was opportunity for inconsistency and overlooking of key steps in important processes, creating risk.

The Solution

The business undertook to work with People Magic to review the detail of the processes in place and identify areas for improvement.

Utilising the business analyst skills of the consultants available from People Magic, each people process and procedure was mapped, amended where appropriate and then documented in a user-friendly format for use by the business owners moving forward.

The whole exercise represented a sizeable investment by the company, demonstrating its commitment to continuous improvement for the benefit of all staff. The work was extremely collaborative, with dedicated representatives from the business working closely with the small team from People Magic. At each step the Directors of the company were committed to support the initiative - recognising the long-term benefits

The Benefits

Greater transparency - The business now has a suite of information – process maps, policy documents and document library – clearly signposting who undertakes what, when and how it should be communicated to employees. In certain situations, People Magic remain as part of the process, to support managers when they really need it

Line Manager empowerment - Clear processes have highlighted where responsibility sits in all people processes - ensuring the most appropriate person takes ownership but knows where to go for help if necessary

Greater efficiency and improved response times - As line managers develop their clear understanding of what is required of them (and are up-skilled where necessary, with appropriate learning and development support), the time spent dealing with people issues reduces; both directly at the outset and indirectly – with reduced need for any corrective activity at a later date

Improved risk management - Discussions assisted in identifying the key areas of risk within existing systems. Development of new processes and procedures strengthened the management team appreciation and understanding of the need to follow each step – and the potential consequences of not doing so

Regulatory compliance - Linked to the risk management benefits above, the consistent approach to issues where there are legal requirements that have to be complied with, ensures the company can be confident of avoiding procedural pitfalls in managing people issues in the future

Better staff engagement - Consistency of approach, appropriate levels of support and greater ownership of people issues all help drive staff engagement, with longer term benefits for recruitment, retention, absence levels etc.

Adaptability / scalability - Although the initial activity represented a considerable investment by the company, in the long term there are now clearly mapped processes and procedures that can easily be adapted to reflect any future changes required. Equally, as the company considers future expansion, the work can easily be lifted and transported to any similar environment; with adaptations if required for local requirements

People Magic has been a huge asset to our business. Rhonda and her team took the time to really get to know the business and the people within it. Having undertaken a comprehensive overhaul of all our HR processes, we are now where we want to be in terms of our HR policies and procedures.



Case Study 2020

Just as importantly, however, People Magic has also been invaluable on a day to day basis, dealing with every HR related query promptly and professionally. We have been incredibly impressed by how proactive People Magic has been in anticipating and dealing with potential risks and this has set them apart from other HR consultancies we have used.

As a Director, it gives me great peace of mind to have People Magic onboard.

Director, ARE(UK) Ltd (airport F&B operator)