

HOW ARDCO

RECRUIT · DEVELOP · LEAD



*Trusted, reliable and
timely HR support*

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INTRODUCING HR CONCIERGE BY HOWARDCO

Trusted, reliable and timely HR support

HR Concierge is our customised service for businesses who do not have a dedicated HR resource or need additional and expert HR support. Navigating the employment landscape can be difficult especially when you have a business to run. So, it is important to have trusted and reliable HR advice available when you need it.

The Howardco team are experienced HR professionals with senior management backgrounds and deep business experience. We understand all-to-well the people challenges of running a business. We offer the full range of HR support to our clients from the point of entry to the point of exit. Our focus is on embedding best practice HR processes in your business to ensure a fully engaged workforce who are well-positioned for growth.

Industry endorsed and backed, Howardco is a licensed Member of the Australian HR Coach Network, Certified Professional Member of the Australian Human Resources Institute (CAHRI) and accredited facilitators for Everything DiSC® behavioural assessments and workshops.

HRCOACH
network member

EVERYTHING **DiSC**
A Wiley Brand
ACCREDITED FACILITATOR • AUSTRALIA

AHRI
Professional Member®



HR SUPPORT WHEN YOU NEED IT

Lack of good people management can prohibit growth for many businesses. They get to a point where there are too many people and they get bogged down in day to day issues, so they just don't grow.

On the other hand, businesses that take a professional approach to managing their people increase productivity, reduce turnover, lift morale and boost performance. It is all possible.

At Howardco we help you manage the people side of your business so you can spend more time growing your business, by:

- Creating a unique people strategy that supports your vision for the future;
- Maximising productivity and protecting the business from risk by having the right HR systems and processes in place;
- Building a high-performance culture that not only creates a great place to work but delivers outstanding results for the business.

Howardco can assist with a planned and organised approach to managing people that will ensure you are not only doing the right thing, but you know how to do it right the first time and, get the right help and advice when you need it.

We provide on-demand or ongoing HR support and advice for managers and business owners to help you minimise the risk of non-compliance and optimise performance through effective HR management and development in your organisation.

Services and support cover:

- Organisation Planning and Review
- Policy, Contracts and Salaries
- Performance Management
- Employee and Team Development
- Workplace Engagement, Wellbeing and Culture
- Managing Termination and Difficult Situations

HOW DOES IT WORK?

Our services are customisable to meet your needs and size of business. Basically, there are two ways we can work together:



As you need it:

This provides you with the flexibility to access our services as and when you need them e.g. this can be ideal for a small or emerging business where your needs are evolving as you grow i.e. employment advice, position descriptions, policies and compliance, team development.

For this service, we provide conveniently packaged time options that you can pre-purchase to guarantee support when you need it in the way you need it.



Regular support:

This provides you with the certainty of a dedicated HR professional to support your business on a regular and ongoing basis e.g. this can be ideal for small to medium businesses who are established or who have grown to a point where their needs for HR advice and support are more frequent i.e. HR planning and strategy; culture and engagement; HR systems; employee management and development.

For this service, we provide a convenient monthly subscription-based program tailored to the size and needs of your business.



WHICH HR CONCIERGE SERVICE IS RIGHT FOR YOUR BUSINESS?

Complete our no obligations HR Health check on our website to determine which HR Concierge service might suit you best. Based on your answers, we'll email you back a summary with suggestions on how to implement best practice HR into your business today!

HEAD TO [HOWARDCO.COM.AU/HR-CONCIERGE](https://www.howardco.com.au/hr-concierge)

MEET YOUR DEDICATED HR SUPPORT TEAM



Warren Howard

Warren is the Founder of Howardco with over 30 years' experience behind him in corporate, consulting and business. Warren achieves outstanding results for his clients through the services of recruitment, team development, people management and executive leadership. Warren's passion is helping great teams grow and developing leaders to run successful, profitable businesses.



Shelly Harris

Shelly has over 20 years' experience in HR, learning and development and, recruitment and brings a highly developed business management approach to her roles. She loves working with organisations to get the best out of their teams so they can maximise profits and productivity. Her passion is developing people and teams to drive organisational performance.



Lauren Ayers

Lauren has over 20 years' experience working in business - including family businesses, business coaching, learning and development. By understanding business challenges holistically, Lauren achieves excellent recruitment outcomes. Her passion is to help people create sustainable success and foster inspiring business environments.

"WE CARE FOR OUR CLIENTS AS IF IT WERE OUR OWN BUSINESS. WE ARE THERE TO GUIDE THROUGH THE GOOD TIMES AND PROVIDE SUPPORT WHEN THERE ARE CHALLENGES. EVERY BUSINESS NEEDS A PROFESSIONAL APPROACH TO MANAGING THEIR HUMAN RESOURCES. OUR HELP AND ADVICE IS JUST A PHONE CALL AWAY."

HR SUPPORT SERVICES

Organisation Planning and Review

Providing the HR framework to support your business strategy, including: HR audit and gap analysis; organisation structure and change management; workforce planning; recruitment advice; HR measurement.

Policy, Contracts and Salaries

Ensuring compliant HR processes to underpin your business structure, including: position descriptions; employment contracts; hr policies; salary advice and awards; rewards and recognition.

Performance Management

Engaging employee performance to achieve your business goals, including: performance reviews; managing poor performance; coaching high performers; implementing a performance feedback process.

Employee and Team Development

Developing capability to meet your future skills needs, including: training needs analysis; employee development plans; team development; management coaching.

Workplace Engagement, Wellbeing and Culture

Creating a healthy, motivated and engaged organisation that supports your brand, including: staff satisfaction and engagement surveys; employee well-being programs; vision, mission and values; employee assistance and support.

Managing Termination and Difficult Situations

Providing support to management and staff, including: managing terminations; redundancy and restructure; mediation and conflict resolution.



INDUSTRY SPECIFIC CASE STUDIES

Organisation Restructure

Our Not for Profit client needed support to restructure their business to be more customer focused. Membership was declining and staff engagement had suffered. By getting to know the organisation and their goals, we delivered a clear plan, refocussing on purpose and roles, and recruiting a senior manager to drive and implement the changes. A fantastic outcome was delivered with the organisation re-energised and thriving and the team aligned to its vision and values.

Managing Poor Performance

Our manufacturing client was having on going difficulty with a staff member's performance. They had tried unsuccessfully for 6 months to encourage changes in behaviour. Together with the manager, we implemented a clear process for managing performance as well as providing coaching on how to conduct the process to ensure performance expectations were clear and the employee had the support and guidance to improve.

Salaries and Awards

Our operations client wanted to ensure that all changes to awards and pay rates were reflected in current employee contracts and agreements. Working closely with the finance team and management we delivered updated, compliant contracts and clear guidelines regarding leave, pay and overtime ensuring up to date processes were in place to maintain ongoing compliance.

Policy and Contracts

Our client in the allied health industry had been looking to put together a company HR policy manual for some time. Coincidentally, at the same time they wanted to recruit an additional staff member and did not have a clear position description. Working closely with the client, we provided a customised HR policy manual and a clear position description that enabled them to recruit a new team member ready to hit the ground running.



OUR GREATEST SATISFACTION COMES FROM SEEING PEOPLE THRIVE IN A POSITIVE AND SUCCESSFUL TEAM ENVIRONMENT.

Testimonials

“I would like to take this opportunity to thank Howardco for all their support, professionalism and exceptional expertise in HR. From the minute you engage with them they are committed to understand your business and needs, providing you with the support required to tackle any HR situation and ensuring to recruit the most suitable candidate, from meeting your expectations to having the right culture fit. I have worked very closely with Warren and Shelly the last 3 years, a partnership that I will continue for years to come, and highly recommend.”

Patti Ainalis, Director. PC Corporate

“We have engaged Howardco to create and deliver development programs for several of our staff. These programs have given us the structure to identify key skills we wanted our staff to develop and the timeline to follow, something we would not have done ourselves. The coaching provided by Shelly Harris was very effective and we have been happy with the results we have seen. Investing in your people is a long-term commitment and over time we expect this will pay off in terms of retaining key employees but also developing them up to be greater contributing members of our team and for our clients.”

Ray Poole, Managing Director. Swoop Digital

“I have known Warren Howard, and various members of his team, for 4.5 years. Ron Finemore Transport is an ongoing and frequent user of their Recruitment and HR Development services. Warren has demonstrated an ability to listen to the request, provide clarity and understanding between himself and our organisation through questioning enabling him to provide cost effective solutions that match our needs with the most appropriate people in Howardco. By clearly understanding the scope, objectives and deliverables Warren and his team can and do deliver sustainable improvement and results.”

Mark Parry, Managing Director. Ron Finemore Transport



**Contact us today to start HR Concierge
working for your organisation!**

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