

HR & Payroll services

Creating better business outcomes together

Capita HR solutions has been a trusted provider for more than 30 years. We provide bespoke, cost-effective HR and Payroll services which span the whole employee lifecycle. We bring independence, impartiality and deep expertise to our clients' HR teams. We help businesses to reduce costs, reduce risk, increase effectiveness and articulate their brands.



True partners

We work as true partners, building long-term relationships that support, as well as transfer knowledge to, in-house teams. The breadth and depth of our expertise means you can rely on us to support with the most high-risk HR activities, as well as seamlessly managing the everyday HR processes. We are there when you need us most. You can choose to scale up resource at times of change, or to outsource more activity to take the strain off managers. Our support model is bespoke to each client.

We help you get the most out of your biggest investment – your people – and ensure you can demonstrate a return on investment in HR activities.

Our solutions

For the whole employee lifecycle



Attracting talent

We make sure you are looking in the right place for talent. And we help them to find your organisation. Beginning with helping you target the right people through advertising, we can then screen applicants on your behalf, and benchmark them against internal and external profiles. The specialist experience, market knowledge and track record of our consultants mean that you can trust us to make the process as simple and hassle-free as possible.



Selection and assessment

We take the stress out of selection and assessment. Capita can long list or shortlist candidates and carry out interviews, or host assessment centres, on your behalf. We can also make key checks including right to work. Capita delivers the same level of service regardless of whether you are recruiting to one vacancy or hundreds. We recognise that at times of change and growth, additional support is needed, and we can fully manage the candidate selection and assessment process on any-scale; removing the burden from managers or in-house talent teams.



Onboarding

We live your brand too. We understand the importance of looking after your employees from the outset. Before joining your organisation Capita can support by issuing contracts and overseeing the induction process. We can host inductions and provide company information to ensure a consistent experience. You can have confidence that we will accurately articulate your company ethos and employee value proposition, so your new joiners have a smooth journey into the business.



People management

We leave nothing to chance. Taking care of the everyday and the high-risk aspects of HR we can support organisational change, workforce planning, and projects to boost engagement. We also carry out line manager training to empower line managers through HR, and we support all areas of employee relations from workplace investigations to managing disciplinary and grievance processes. Our approach is to partner with your business to understand it and its challenges, and then to provide actionable insight underpinned by Capita's strong governance and rigour.



HR Advisory Bureau: Our advisory service means we are with you every step of the way. Our bureau provides a suite of services that support in-house teams. Businesses can tap into as much expertise as they need through flexible

support levels. We carry out HR audits, provide HR analytics services, HR policy reviews and fit-for work assessments. On a consultancy basis, we provide HR advice and guidance. All our clients are allocated a Client Relationship Manager to ensure you receive personalised service from someone who knows your business inside out. By tapping into external expertise, your organisation is prepared for any eventuality.



Payroll

Our well established payroll service includes the issuing of payslips, expenses processing, issuing of P11D and P45, transitions to living wage, ensuring equal pay, and absence management. We can work with any technology platform and we make a clear commitment to service levels. We act as the sole touchpoint for all pay transactions including ad-hoc allowances and bonuses for the entire employee lifecycle.



Lifestyle

When lifestyle changes happen, we are there to help. From maternity and paternity, to pensions and benefits. We can support and make recommendations on maternity and paternity benefits and manage the provision of flexible benefits. We also support with return to work and pensions administration. Our support for the changing lifestyles of your workforce increases the effectiveness of your in-house team, and affirms your employee value proposition through the provision of services for every stage of the employee lifecycle.



Retention

We understand the investment you've made in your people – and the importance of keeping them. Through a strategic talent review we make recommendations on improvements - identifying any gaps, and advising on how to fill them. We support the performance management process, ensuring it is used to its best effect and with involvement from line managers. We also offer coaching and mentoring to HR leaders, enabling them to work at their best. We utilise management information to advise on risk, and help the organisation make savings through reduced attrition and more effective HR operations.



Extraordinary life events

When the extraordinary happens, our experienced team is on hand to provide all the support you, and your employees, need. Capita has a huge amount of expertise in managing change including redeployment and outplacement as well as relocation of either whole business units or individuals. We manage global mobility, including remuneration packages, on an ongoing basis for internationally mobile workforces. We help employees that are at risk of redundancy find new opportunities either internally or through our external network; reducing potential redundancy costs to business.



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We work in partnership with our clients to create better business outcomes:



Reduce risk

During times of change such as during a merger or acquisition, Capita affords the agility the business needs to implement effective on-boarding, payroll and governance on a large scale. Likewise, during organisational downsizing and restructuring Capita ensures redeployment, outplacement and relocation run smoothly; effectively de-risking the impact of change on people and improving business continuity. As your business goes through change, whether it be implementation of new brand and processes or a move into new markets, Capita can provide support to manage all the human elements of the transition. In doing so, we will empower your managers too – providing HR expertise and training where managers may lack confidence.



Reduce costs

No matter in what environment your business is operating, Capita can help to reduce costs whether it be through cost effective campaigns for large scale recruitment drives, or reducing redundancy costs during organisational change or downsizing. The Capita combination of off-site and on-site models - which we operate from the UK means businesses can streamline their in-house teams, and build a team with the right expertise, at lower costs than in-house only models. By tapping into our HR expertise only when you need it, HR costs can be reduced whilst losing none of the expertise. Likewise, outsourcing the everyday activities like payroll achieves savings and improves accuracy.



Increase effectiveness

Starting with an HR audit, Capita can identify areas where HR and other people related functions such as talent acquisition and resourcing can be more efficient. We help you work towards a better talent strategy that makes attraction, development and retention more effective. By outsourcing HR and payroll activities to Capita, your managers are freed up to focus on business critical tasks. HR becomes more streamlined; retaining focus on core areas whilst areas where the internal team needs additional expertise or capacity are fully managed by Capita. The in-house team has access to expertise via our consultants who all have practical experience across sectors and markets.



Articulate your brand

Capita helps your organisation build competitive advantage through people. We support you in developing and articulating your employer brand in order to become an employer of choice. This means creating a consistent and high quality experience at every stage of the employee lifecycle - as well as before and beyond it. The power of employer brand does not start and end with the period of employment and we can support you in creating a seamless candidate experience for passive and active candidates. Depending on your requirements we can offer a white-glove on-boarding service for senior executives, or host large scale assessment centres and interviews for high volume recruitment drives. We live your brand and company ethos and we communicate it consistently from recruitment to on-boarding and induction.

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The development, implementation and delivery of the outsourced HRConnect services has been a massive innovation in outsourcing for the NI Civil Service

Colm Doran
Enterprise Shared Services
NI Civil Service

Why Capita?

- Our clients benefit from the flexible, robust infrastructure and depth of experience that comes from being part of Capita Plc.
- We interact with 45 million people per year
- We procure over £8bn of services per year and manage £25bn of investment funds
- We run 1,500 payrolls, paying over £17billion to 3 million client employees and pensioners in the UK and Ireland
- 50% of our work is in the private sector across diverse industries including banking and financial services, retail, leisure and hospitality
- We have 300 major partnership relationships, and 30,000 clients
- We work with 80% of NHS trusts, 95% of local authorities, 100% of police forces and 80% of schools in the UK.

Contact us

To find out more about how we can help transform your HR operations please contact us:

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