

Advice Line

*Expert support,
when you need it*



Your people managers don't have to be employee relations experts. They just need the *right support*, guidance and coaching, at the *right time*.



empower technology provides a simplified digital experience for line managers, providing easy access to the right ER tools, supporting them to take the necessary action in a timely manner with confidence. But when you need more support with complex matters, complementing the **empower** technology with ER people expertise is what makes the **empower** proposition truly unique.

Our HR advice line is there when you need it, and gives your managers direct access to our team of UK-based HR case advisers who can provide:

“Our colleagues know that advice is much more readily available and, as a result, we’re seeing many more conversations taking place much earlier on.”

Louise Rogerson,
Director of HR Services,
Aldermore Bank.

Consistency of approach

The advice line service is delivered by a dedicated team of advisers trained in your policies, processes, procedures, culture and risk appetite. A seamless extension of your HR team, we offer a continuity of case adviser on on-going cases for optimum line manager experience.

Increased manager confidence

empower technology provides line managers with advice, guidance and coaching through ER processes, and this can be complemented by support from our HR case advisers where it's needed. Our advisers will assess both the competence and confidence of the manager they are engaging and adopt a coaching style to ensure a line manager that requires closer guidance receives suitable support, to upskill and build confidence.

Customised service to retain control

If you wish for a case to be handed off to a retained HR team member due to risk profile or at a particular stage in the process, we can align our business rules, system configuration and adviser training to your requirements. These protocols can be adapted over time as your service operating model and tactical delivery objectives evolve.

Expertise in ER

Our case advisers are CIPD-qualified (or working towards this qualification) and / or educated to degree level or post-graduate HR qualification. Each is backed by a demonstrable and credible experience in a generalist HR role. All AdviserPlus case advisers are required to complete a comprehensive training programme during their first six months with AdviserPlus. This modular programme includes training in employment law statutes, case law and call management and practical role play-centred training including how to have difficult conversations, walking in the manager's shoes, and coaching for success.

Support when and as you need it

We offer a dedicated advice line team to support your managers during core working hours which may be extended to support non-core hours, weekends and Bank Holidays. Managers may engage with the service electronically at any point and, if you require on-site support, we can provide that too.



Expert support, when you need it

"I'm not sure how much control I should give to the line manager."

Handling complexity

You decide where, in your policy set, the **empower** technology should facilitate a manager handling a matter independently and where it is appropriate for there to be HR involvement. Where there's complexity or risk, our advice line can support your managers with coaching and guidance, aligned with your policies, processes and procedures.

"Our HR team is small. Resourcing is impacted by COVID-19 and we need an overflow to cope with demand."

Additional resource

If your HR case advisory team is stretched or depleted, our advice line allows you to tap into AdviserPlus' cohort of over 200 HR professionals. We'll create a seamless and dedicated extension to your broader HR function, delivering high volume caseloads effectively while dovetailing with the technology, to help cope with the demand.

"We have a short-term and urgent requirement, but we don't have the capacity or capability to support it."

Deliver targeted campaigns

If you need to carry out a campaign of activity, for example to target the managers of under-performing employees or employees who have hit sickness absence triggers, we can mobilise the resource to support your requirement at short notice, and deliver material returns on this investment.

"My ER case advisory team seems inefficient, with more case advisers than I would expect to need."

Reduce cost to serve

If you consider your current delivery model to be inefficient or ineffective, our advice line can deliver high volume caseloads efficiently and take ownership of ER case activity without distracting the contributions of those with strategic roles such as business partners.

Innovative technology sits at the heart of the **empower** proposition, with complementary services available to provide enhanced business benefits.



Technology

Digital simplicity for HR process



Advice Line

Expert support where it can most add value



Analytics

Translate data into actionable people insight



Consultancy

Point solutions to further strategic objectives



Learning Solutions

Develop manager capability and confidence



Legal Support

Robust preparation and representation

To find out about our other solutions, please get in touch.

0844 327 2293

info@adviserplus.com

www.adviserplus.com/empower

empower
by **AdviserPlus**