



I started my AdviserPlus journey in 2012, as a Co-ordinator for one of our large banking clients. When a vacancy for a HR Case Handler came up on a new client account, I applied and was thrilled when I was successful in my application.

During my time as a HR Case Handler, I worked on various client accounts including Balfour Beatty, United Utilities and Computershare and supported with projects requiring high volume, low risk case contact.

As part of a wider development programme, AdviserPlus trialed a HR Assistant academy, to help promote case handlers to Senior HR Assistants

and bridge the gap between Case Handlers (what we know as the HR Assistant role, today) and Advisers - which I successfully applied for and graduated from. During my time as Senior HR Assistant I worked on both the Balfour Beatty and Vodafone accounts and built up my confidence and exposure to a number of higher risk topics, with support of my appointed mentor.

Once I felt comfortable with these topics, and gained exposure to more complex cases, I applied for a maternity cover role as a HR Adviser with one of our supermarket clients and was successful in my application! During my time as a HR Adviser, I also supported on a project for one of our banking clients re-contracting a large number of colleagues across the business and providing adviceline support for managers holding these discussions.

Following the decision from the supermarket client to take their services back in-house, I applied for a Senior HR Adviser role, initially working on the BMI account. While in this role I was involved in a piece of work to trial blended working across multiple accounts. As a result of this, I also took on Senior Adviser responsibilities for United Utilities alongside my role on BMI which I shared with my senior colleague Sarah; this meant we had a split case load across both accounts. I then supported the wider team taking on split caseloads to allow all colleagues to blend and advise on multiple accounts.

Colleague Development Journey – Kim Martin

Following a discussion with my manager, and some questions around the Team Coach role the Yorkshire office had in place, I expressed an interest in wanting to progress down a similar route and into a line management route. When these roles were created and advertised in the Wirral office, I was keen to apply. In March 2020, two days before the pandemic hit, I was successful in this application and currently remain in the senior role on the United utilities account, alongside my new Team Coach line management responsibilities.

The best thing about working for AdviserPlus?

I love the variety the role brings. No two days are ever the same and the progression and development opportunities I've had at AdviserPlus have been amazing. Prior to life here, I was a primary school teacher looking after 25 four-year-old children, so I had no experience in HR at all and I was introduced to the business and told about the Co-ordination role by a family member who worked here.

While working here, I have completed both my CIPD level 5 and Mental Health first aider training and the support I have received in my career progression from Co-ordinator to Team Coach has been amazing. I love the people who I work with.

Advice for those looking to progress?

If I could give others any advice, it would be to make it known to your manager that you'd like to progress and highlight the roles that interest you.

Had it not been for me being so inquisitive about the Team Coach role in Yorkshire and asking why there wasn't the same role at the Wirral office, I wouldn't be in the role I am today.

Also, don't be afraid of a secondment opportunity or project even if it doesn't turn into a permanent role. The experience you'll gain from it will definitely support you further down the line.

