ROOTS HR CIC
Human Resources services for civil society

PERFORM, our scoping, planning, design, delivery, management & review service for people-focussed projects.

CASE STUDY

actionaid

ActionAid UK is one of our largest clients, with over 170 employees in the UK. Director of Performance and Accountability, **Judith Davey**, has a full portfolio including responsibility for strategy, governance and impact assessment as well as Human Resources. Shortly after joining the organisation, Judith called in Roots HR to assist with improving the HR department, for which objective external help was necessary.

About ActionAid

Founded in 1972, ActionAid works in nearly 50 countries and is the only UK international development charity with headquarters in the developing world. ActionAid supports the poorest and most vulnerable people to fight for and gain their rights to food, shelter, work, basic healthcare and a voice in the decisions that affect their lives.

With more than 2,000 partners worldwide, ActionAid's fight against poverty has reached over 19 million people in Africa, Asia and the Americas.

An independent review

"It was clear that our HR department needed major transformation and one of the first things I did in my new role was commission a full independent review. Roots HR was an obvious choice both in terms of being a third sector specialist and social enterprise, but also for its relatively low fee structure, providing us with access to high quality, expert advice that's also very affordable."

Roots HR began by undertaking an assessment of the HR team in January 2011. "We needed to understand what was and wasn't working before we could start to make changes. Roots HR were very thorough and presented their findings to the senior management team which resulted in tough decisions to achieve the improvements we wanted."

A qualified team

The review highlighted the need for professionally qualified in-house managers and advisers to deal with the workload and complex demands placed on a busy HR function. "We engaged Roots HR to help us appoint an interim Head of HR and an Employee Relations Manager, for which they helped source candidates, undertook shortlisting, designed and delivered the selection processes for both posts.

"In order to build a strong and competent HR team, we've also helped some staff move onto other positions, harnessing the skills and expertise required to meet our needs as an organisation."

"Every step of the way, Roots HR has imparted good quality, timely advice that has enabled us to act with confidence."

Employee relations

"With our own HR department in transition, we were unable to call upon in-house expertise to deal with a backlog of employee relations cases, so we approached Roots HR. In every case, we were given clear, sound advice, grounded in employment law, helping us to resolve matters to a satisfactory conclusion. Being able to buy-in capacity and expertise from Roots HR for these cases, often requiring considerable competence, is testament to their breadth and depth of specialist knowledge and has been of tremendous benefit in terms of continuity."

Updating policies

With many HR policies in place but out of date, ActionAid undertook an in-house review of documentation and asked Roots HR to provide a 'legality checking' service to ensure the updated policies were in line with current employment law. "By having our policies 'proofed' in this way, we were able

to ensure compliance without having to completely re-write everything."

Working in partnership

"Every step of the way, Roots HR has imparted good quality, timely advice that has enabled us to act with confidence.

"The transformation of the HR department is still very much 'work-in-progress' and we value our relationship with Roots HR as a trusted source of advice, guidance and HR consultancy as we navigate through issues together."

www.actionaid.org

Jan Golding
Chief Executive | Roots HR CIC

"This case study shows how a larger charity with an in-house team can derive value from engaging with HR consultancy for expertise, independent thinking and capacity on an as-required basis. Working with ActionAid is always very interesting and requires a more strategic approach from our consultants so we enjoy each new project.

"ActionAid are very good at utilising the strengths and interests of our individual consultants – Louise Beasley has co-ordinated and delivered selection processes for senior HR team roles, Deirdre Myers has worked on some sensitive employee relations matters and I recently undertook research into a suitable job evaluation scheme for the organisation. We look forward to continuing to support ActionAid on its journey."

For more information about our services please visit

www.rootshr.org.uk

COMPLY | Our retained employment law and people management advice service

PERFORM | A project management service for people focused projects

ADAPT | Services to help civil society employees to move on after redundancy

GROW | Learning and development services for civil society organisations

Roots HR CIC | The Coach House, 30a Church Street, Kidderminster, Worcestershire DY10 2AX
0845 543 8429 | info@rootshr.org.uk | www.rootshr.org.uk

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