

OutResources – HR Consulting

Executive Summary

OutResources-HR is a human resource consulting company located in Nairobi. OutResources-HR has expertise in offering a wide range of HR products & services and is targeting the emerging company market in particular. OutResources-HR will offer the target market and the wider market the ability to outsource key HR functions while retaining control. This will be especially appealing to many start-up companies that find cost of hosting in-house HR department prohibitive.

OutResources-HR other key objective is to provide/offer superior career guidance to young people who are at the beginning of their career. The services under this section will include CV preparation, career guidance, interview preparation & presentation skills and survival skills in the corporate world.

OutResources-HR will run custom-built training/ skill improvement programs targeting client needs on various aspects of HR management and career development

Keys to Success

The key to success is to provide a needed service at an affordable cost without compromising quality.

Mission

OutResources-HR mission is to provide full portfolio of human resource consulting for emerging companies & provide superior career guidance to young people at the beginning of their career.

We will share our experience in custom built training programs targeting client needs.

We exist to attract, partner and maintain clients. When we adhere to this maxim, everything else will fall into place. Our services will match and/or

exceed the expectations of our clients.

Objectives

Our Key Objectives and reason for our existence are-:

- To create a service-based company whose primary goal is to exceed customer's expectations.
- To develop a sustainable relationship with young people at the start of their career and provide them with life-long skills to prosper

Services

OutResources-HR provides human resource consulting to emerging companies for the following service areas:

- Human Resource planning & Resourcing
 - Manpower planning & modeling
 - Sourcing strategies
 - Manpower Sourcing & Resourcing
- Performance management & evaluation
 - Determine suitable performance system
 - Performance management tools
 - Evaluation process
 - Succession planning
- Human Resources Administration & personnel management systems
- Human Resources management.
 - Statutory compliance
 - NSSF, NHIF, PIN registration
- Interim employees
 - Temporary staff to cover for leave & other absences
 - Special assignments / contract staffing
- Organizational management.
 - Organization design
 - Departmental structures
- Employee & labour relations management
 - Union management
 - Disciplinary process management
 - Employee communication
- Benefits and compensation structuring & execution

- Pay & benefits structuring
- Payroll management
- HR policy development, communication and implementation
- Executive search & placement
- Sexual harassment policy development & implementation
- Job evaluation and grading
- Environment, Health & safety
 - Statutory safety requirements & reporting

Following career management services

- CV structuring
- Job application structuring
- Interview preparation
 - Dress code & etiquette
 - Body language
 - Voice moderation
- How to effectively respond to interview questions
- Placement

Custom Built training and skill improvement programs

Market Analysis Summary

Emerging companies will be the target market for several reasons:

- They are in need of HR services as they are growing rapidly.
- They often do not have a large enough in-house solution as they are increasing in size.
- Capital is a scarce resource for emerging companies cost efficient HR solutions is therefore appealing.

Young people from university/ tertiary college

- Limited career guidance at university/ tertiary college
- Lack of industry exposure
- Limited availability of career skills

Target Market Segment Strategy

OutResources-HR market will be primarily targeted through networking activities. Some networking will be conducted through IHRM, an association for HR professionals in Kenya.

Our interactive website will be a key tool in reaching out to young people. We shall also use social media including facebook, twitter, linkedIn & instagram to reach our target market

OutResources-HR will also be networking from personal/professional contacts developed in the last 20 years in HR profession industry.

Strategy and Implementation Summary

OutResources-HR will use their competitive cost structure to attract emerging companies & young people. This competitive advantage is especially valuable to emerging companies who are typically struggling to find enough capital to grow their business and to young people who are making first steps into the employment market.

Milestones

OutResources-HR will have several milestones early on:

- Business plan completion. This will be done as a roadmap for the organization. This will be an indispensable tool for the ongoing performance and improvement of the company.
- Set up office.
- Our first five customers.
- Profitability.

Sales Strategy

Marketing and sales will be done primarily through networking & online methodology. This means the bulk of the leads will have been developed through a personal/professional relationship developed either in previous professional work and working career.

We aim to excite the market with a simple yet effective approach to

managing Human resources in a cost effective manner.

Sales Forecast

The first month will be used to set up the office. Additionally, during the first month we will be working hard on developing contacts by word of mouth and via our website. The second month will see some activity, but it will not be until month six when business will be picking up at a higher rate.

Competitive Edge

Our competitive edge will be twofold

1. The quality and experience of our consultants
2. The cost effective solutions we offer
3. Provision of a unique product to the market

Human Resources Outsourcing

Clients frequently select Outsources HR to provide high quality human resources talent to support their organizational goals and objectives. These goals may include temporary cover for leave, sick off, unforeseen vacancy etc. We build strong relationships with organizations which results in seamless integration of human resources service delivery. Through a combination of human capital tools, and industry best practices, Outsourcing-HR is able to effectively facilitate the dynamic human resources functions required within any organization.

With consultants knowledge in benefits selection and administration, human resources compliance, recruitment and retention, talent management, training and development, employee relations, performance management and compliance, OutResourcing HR is the premier solution for organizations seeking an integrated approach to human resources outsourcing.

Compensation

Benchmarking/Survey Analysis

Organizational compensation philosophy development and implementation

Base pay & benefits structures

- Benefits Review and Assessment
- Benchmarking/ survey analysis

Payroll & statutory returns management

- Payroll processing
- Statutory returns

Recruitment

- Full lifecycle recruitment
- HRIS selection, evaluation and implementation
- Interviewing and selection training
- On-boarding of employees
- Exit Interview facilitation
- Off-boarding of employees
- Employee referral program management
- Internship recruitment and facilitation of internship program

Performance Management

- Performance appraisals
- Implement Supervisor skill upgrading
- Providing feedback
- Written documentation and completion of standard appraisal form
- Job descriptions development and management
- Reward and recognition program development and management
- Climate surveys

Change Management

- Organizational culture and values alignment for optimal impact
- Intellectual property and knowledge management
- Process evaluation for greater efficiency and improvement
- Strategic communication design and implementation

Organizational Effectiveness

- Human capital planning to include strategic planning, vision and mission

- statements and goal-setting
- Workforce Planning and competency development to identify critical roles and success factors tied to executing your organizational strategy
- HR Audit to understand organizational needs and drive compliance requirements

Talent Management & Development

- Employee engagement and empowerment
- Workforce analytics to improve overall performance
- Leadership assessment and development (using 360° feedback & other tools)
- High Potential (HiPo) employee identification, development and retention
- Succession planning
- Career path and employee development program design
- Onboarding and new leader assimilation for key executives
- Employee and management training (based on organizational need)
- Mentoring program development and facilitation

Employee/ industrial relations

- Management/ union relationship management
- Representation at labour tribunals
- Managing shopstewards
- Managing contact with department of labour

Career coaching

- Psychometric assessments
- Career path identification
- Life long mentor/ coach

Interview preparation

- CV preparation/ writing
- Application letter structuring
- Interview coaching
- Corporate survival techniques

Work permit processing

- Application preparation
- Immigration follow up and support