




**Strathmore University**

*Research and Consultancy Centre*

# HR CONSULTANCY SERVICES FOR SMEs AND COMPANIES IN PRIVATE, PUBLIC, AND NGO SECTORS

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# Introduction




Strathmore Research and Consultancy Centre Ltd, **SRCC**, is the Research and Consultancy arm of Strathmore University. **SRCC** runs a HR consultancy arm that targets SMEs and companies in the Private, Public and NGO Sectors to provide them with a wide range of customized HR solutions. Our goal is to support organizations develop HR structures and systems which will help them grow and increase profitability.

These services are fully managed by **SRCC** in collaboration with Strathmore University. **SRCC** works closely with experienced university faculty with a wide range of expertise in leading and managing various HR functions..

At **SRCC**, our team of HR Consultants work closely with our clients to understand their specific needs and provide them with the knowledge and expertise to help meet their goals. Working as an extension of our client's management team, we explore alternatives, set objectives, and identify the best approach for achieving measurable results for our clients.



## Our Services

- HR Audit;
  - HR Administration;
  - HR policies and systems;
  - Recruitment and Job placement; Drafting of JDs, advertising, shortlisting, interviews (give 3 best candidates, conducting background checks);
  - Organizational Structure;
  - Payroll administration - with statutory deductions;
  - Performance Management;
  - Industry Salary Scale data access;
  - Succession Planning;
  - Skills and competencies Audit and Analysis;
  - Job Evaluation;
  - Outsourced Human Resource Manager.
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# HR Policies and Procedures

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**SRCC** will help you to formulate your HR policies and procedures according to your management needs and ensure that they are Compliant with the Labour and Employment Laws.

The HR Policies and Procedures are guidelines used for managing the organization's staff and employees. Our consultants will guide your HRM by stating complete details about the HR policies, and procedures for employees to follow the stated policies.

We will develop a comprehensive HR Policies and Procedures Manual as well as a HR Handbook summarizing the key policies which can be used for induction training. Our team will ensure that your HR manual and handbook meet the applicable legal requirements and HR Good Practice Standards.



## Recruitment and Job Placement

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The key goal of Human Resource (HR) is to bring the right employees on board and to keep them.

With a large database of our qualified and experienced alumni working across different industry, **SRCC** is placed as a market leader in executive search and recruitment of highly talented professionals across all job levels within an organization. We offer a full range of recruitment solutions.

Our recruitment process include use of relevant and market leading assessments and psychometric tools to assess the candidates' personality, emotional intelligence, motivation and person-to-job match to ensure we that we recommend the best talent.

## Organizational Design and Structuring

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We help our clients to develop the most effective organizational structure that best fit their business needs. Designing the organizational structure requires consideration of the appropriate span of control to ensure effectiveness, efficiency, clearly defined decision making authority that ensures flexibility and responsiveness to changing circumstances of the company's growth.





# Human Resource Audit

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Audit for any organization is a very vital process as it helps to foster compliance, business improvements, credibility, and to tie any loose ends within the business process and so is the Human Resource (HR) Audits. HR Audits help organizations identify whether their HR practices and processes are adequate, effective and meet the legal threshold. The results obtained from this review, therefore, helps to identify the gaps in Human Resource practices, and organizations can then prioritize these gaps in an effort to minimize lawsuits or regulatory violations, hence achieve and maintain world-class competitiveness in key Human Resource practice areas.

We provide a preliminary audit service to assess your current Human Resource department compliance status. Recommendations can be used as a guide for future change programs. This will involve:

- Compliance with labour laws;
- Compliance with Best Practice;
- Compliance with Statutory & Regulation requirement;
- Compliance with the organization's policy and procedures.



## Human Resource Administration

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For companies that are in the process of setting up a Human Resources department or would like to reenergize their existing Human Resources department, HR Admin complements your in-house team to set you on the path. We assist you with:

- a. Design and Development of Human Resource Manual
  - Staff Policies and Procedures
  - Attain compliance with the Labour Laws
- b. Employment Contracts
  - Design customized employment contracts for various staff levels
- c. Organization redesign

Help organizations develop a simple but effective organizational structure which informs the reporting structure in the organization.
- d. Filing system

It is important for organizations to keep and store employees' information safely and securely. We help our clients to open, arrange and update their employees' files securely in an easy way for retrieval purposes.
- e. HR System

Regardless of the size of our clients, we can customize an easy to use HR system to assist our clients to manage employees' data that include employment history, leave administration, payroll processing, performance management and employees' personal information.
- f. Job descriptions
  - Design comprehensive job descriptions from scratch (where there are no job descriptions)
  - Re-design existing job descriptions with competencies



## Payroll Administration

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At **SRCC**, we help organisations get their payrolls right and remain compliant in the ever-changing and complex regulatory environment. Our experts are well prepared to develop a unique approach to manage the challenges of payroll. Through our extensive knowledge in the payroll sector and feedback from our clients, we tailor every payroll engagement to ensure its relevance and value for each organization.

At the heart of our team are qualified and experienced payroll specialists/employment tax experts who combine practical experience with the latest industry knowledge. We keep up to date with evolving employment tax legislation so that you can access to specialist knowledge that helps keep your organisation compliant and well informed.

Our payroll solutions team is in place and ready to support you, with a designated payroll professional to manage your account from the outset, and an operations manager to oversee quality and responsiveness.



# Performance Management System

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Strong performance management rests on the simple principle that what gets measured gets done. Better performance leads to better business success. Performance Management Process (PMP) is the overall process of managing the performance of your employees to achieve your company's goals. This process provides feedback, accountability, monitoring, and rating performance outcomes to ensure the company and employees are striving toward the same goals.

Our consultants work with your organization closely to drive alignment and shift organizational and individual mind-sets. This includes development and updating of Job descriptions, co-creation of Key Performance Indicators (KPIs) so that employees are aware of what is expected of them in their respective roles. It is critical to defining the organizations goals, department objectives and relates them to essential duties and responsibilities of each individual's job.

**SRCC** will support your organization with the total performance management process:

- Development of the Performance Management (PM) policy as a guide of the company's Performance Management process and practice.
- Development of the evaluation form(s)
- Design and implementation of a performance management system
- Training your supervisors on the performance management system including development of departments' Key Results Areas (KRAs) and employees' Key Performance Indicators (KPIs).



# Outsourced Human Resource Manager

This is a managed service level where **SRCC** implements and maintains the HR function for your organization or business. Our consultants attend your site to manage your HR department from end to end, and attend regular meetings to familiarize themselves with the business processes.

The Outsourced HR Manager will improve your administrative, operational and strategic HR capacity because:

- Outsourcing allows you to have **SRCC's** consultants on board for certain periods of time
- **SRCC's** experienced consultants will manage all your HR functions end to end
- We review your HR policies and ensure implementation
- We ensure your compliance with the labour Laws and statutory bodies
- We manage & implement your performance management process



## Outsourced Staff

- You may want all or part of your staff to be legally contracted by **SRCC** but seconded to work in your organization.
  - We manage all the statutory and legal compliance for these staff
- Outsourcing is rapidly becoming an accepted management tool for and reenergizing organizations

## Industry Salary Scale Data Access

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**SRCC** is keen to keep you abreast of changes in the employment market, and a comprehensive set of data which ensures that you are aware of what other companies are paying their staff members. This is to ensure that you do not lose your talented employees to your competitors due misalignment of salaries and benefits.

## Succession Planning

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Succession planning is talent management processes that will help your company build a pool of competent employees with the right skills and energy who are ready to fill in key roles whenever they fall vacant. To ensure that the business continues running smoothly, **SRCC** will help your organization to identify key areas and positions that need to be filled quickly and efficiently, define the main responsibilities, competencies and requirements for each job including personality traits that best suits the role and establish the criteria to determine and assess candidates with potential to be developed to fill in those key positions whenever they fall vacant.

Our consultants evaluate each leader's skills, identifying potential replacements both within and outside the company and, in the case of internal replacements; they ensure they are trained so that they're prepared to take over to avoid voids job positions.

## Job Evaluation

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Job Evaluation (JE) is the systematic process of determining the relative value of jobs in your organization in order to create a pay structure that is clear, fair and equitable. With our team of experts, **SRCC** guarantees you clarity in determining the size and value of job roles in relation to other jobs in your organization. Our consultants will assist your organization in developing Job grades to ensure employees are paid for their relevant worth and contribution to the company's goals and profitability.

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