

People Team

The IOE&IT People Services

Who are we



Amy - HR Manager



Andrea – Senior HR
& Admin Team
Lead



Kelly - COO

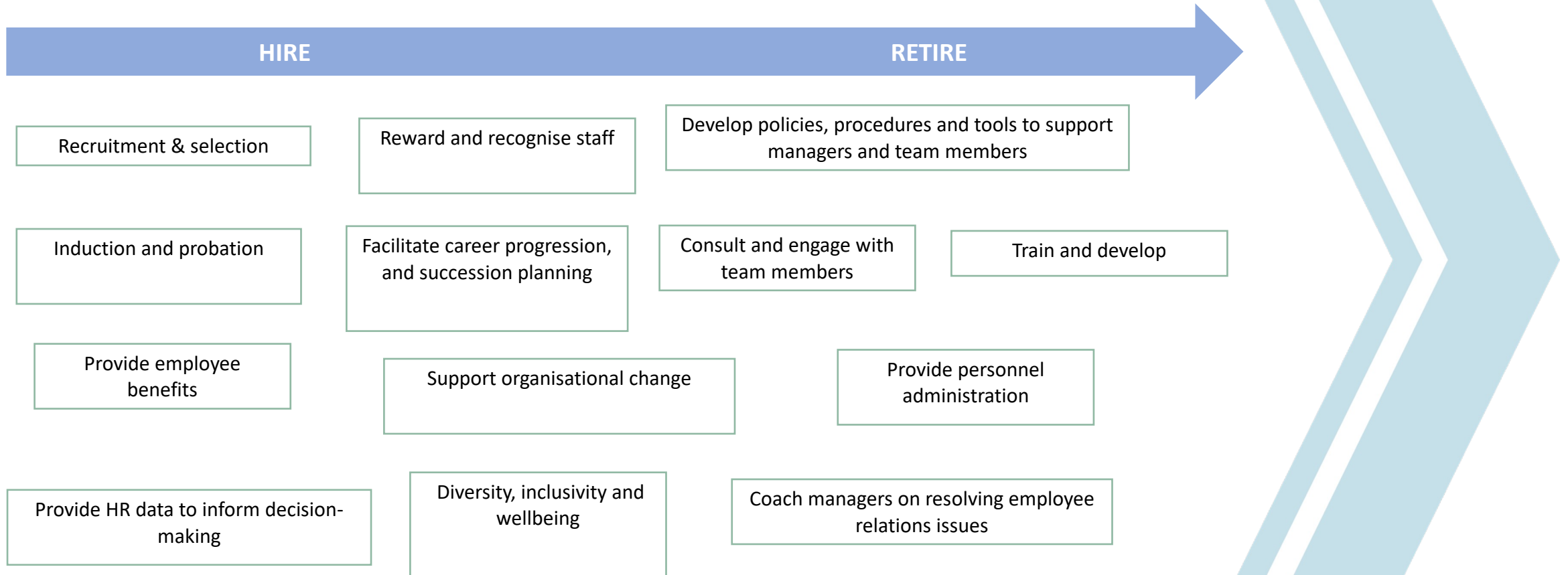


Suzy – L&D
Specialist

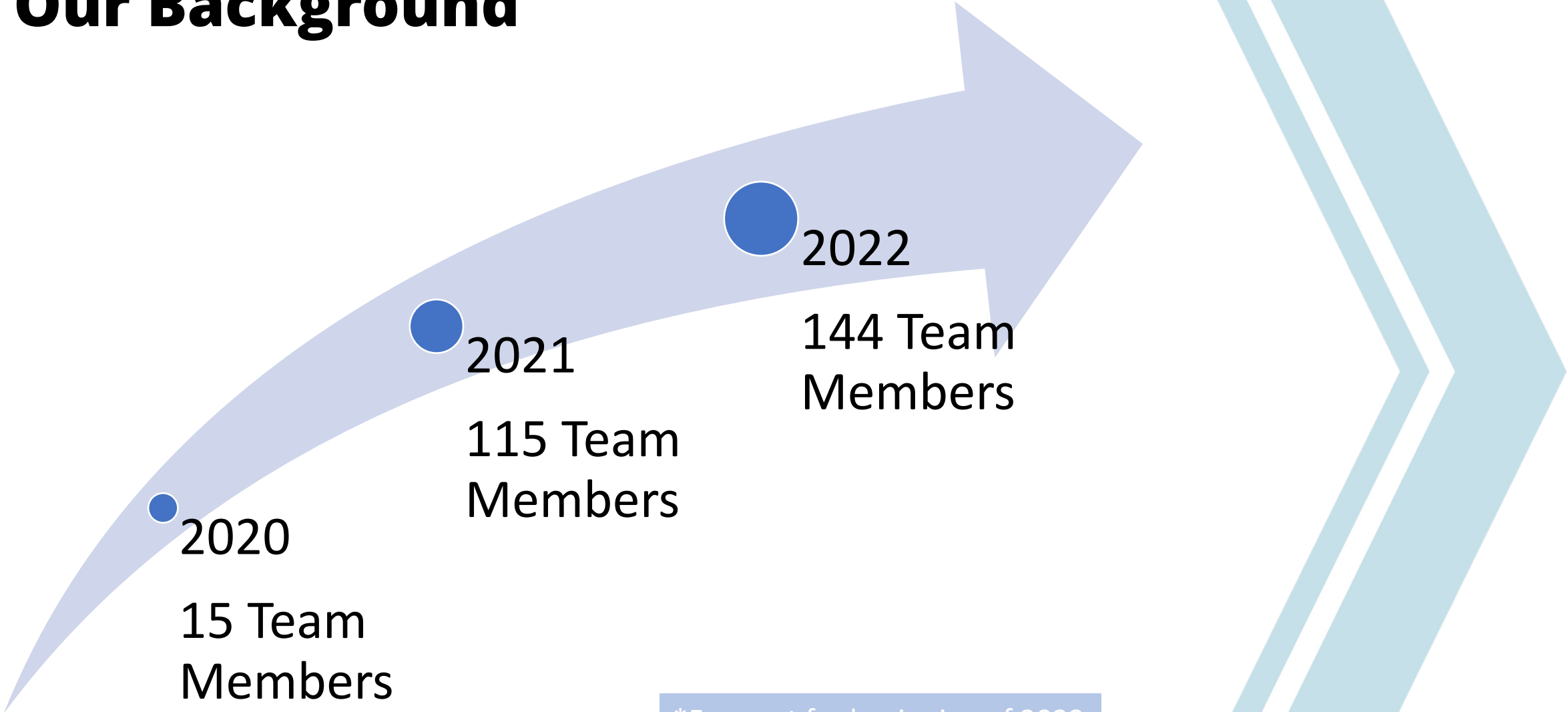


Hollie - HR
Administrator

What we do



Our Background



*Forecast for beginning of 2023
– 158 Team Members

What we have done so far...

Established pay incorporating skills matrixes - STAGE 1

- ◆ This was the cornerstone of our remodelled approach to reward and recognition where the HR Team have embarked on a 2-year plan.
- ◆ Team members wanted more clarity and transparency over pay, and that they also wanted to be able to see how skills linked to grade, and therefore professional development.
- ◆ Introduced a skills matrix ensuring we give people a clear line of sight about how they can personally develop
- ◆ At the end of 2021 we implemented an organisation-wide review of all our roles – from both a pay and skills perspective. We benchmarked all of our roles against market rates (to ensure we were paying fairly).
- ◆ We're pleased to say that as a result of our role/salary review, in April 2022 100% of employees who had passed probation saw a pay rise as a result of the pay review, with everyone receiving an additional 2% living wage increase.



What we have done so far...

Established pay incorporating skills matrixes - STAGE 2

As the IOE&IT continues to grow, we were looking for greater consistency and a clear reward strategy and principles to enable our leaders to make more informed decisions, whilst team members having clarity over their career path and the pay progression associated with their career



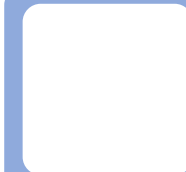
Reward Strategy & Principles



Job Evaluation Framework



Benchmark Roles



Pay Structure & Design



Career Framework



Pay Progression Framework

What we have done so far...

Improved our benefits offering

- ◆ Introduced full company sick pay
- ◆ Introduced a full Absence Management Scheme
- ◆ Volunteering Days – 2 days per year
- ◆ Long Service Awards - worth £300 for five years' service and £500 for ten years' service. Our Director General personally gives each person their service voucher
- ◆ 1 year service recognition card written personally from our Director General. The HR team also held “1 year on” calls for an opportunity to reflect on what has happened and been achieved over the year by team members
- ◆ Holiday Carryover
- ◆ Enhanced Maternity and Paternity Pay
- ◆ Payroll Giving – IOE&IT matches up to 50% of team member contribution
- ◆ Mentoring Scheme

What we have done so far...

Mental Health First Aiders

- ◆ With wellbeing top of our agenda, we took the decision to introduce mental health first aiders.
- ◆ Initially 3 were trained up and four have joined the team, with a mixture of male and female first aiders to support everyone in the organisation.
- ◆ The MHFA team produce a quarterly magazine where one focus is team members sharing experiences about mental health
- ◆ When asked in an engagement survey how much employees valued the mental health first aiders (with 5 being 'greatly'), **85%** of people answered 3 or more.



What we have done so far...

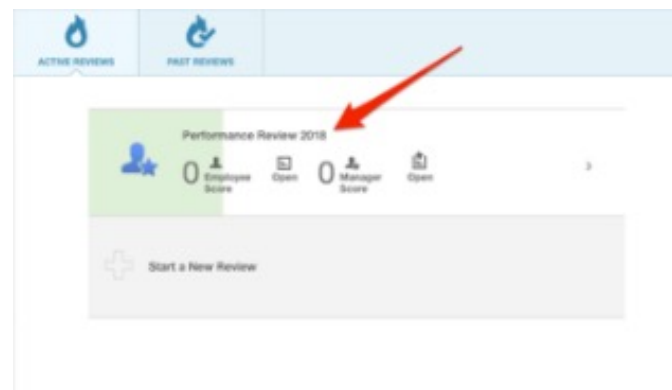
Training

- ◆ Brand new training has been introduced by our new L&D specialist
- ◆ A new programme for line managers has been introduced focusing on modules including: day to day management, conflict resolution, performance management, managing change, leadership, communication and how to make changes and improvements within their team.
- ◆ Our new training has also looked at improving people's soft skills, such as emotional intelligence, customer service, sales techniques and workplace etiquette.
- ◆ Video tutorials have also been created for specific needs – such as how to use Microsoft SharePoint & new systems

What we have done so far...

Performance Management

- ◆ At the beginning of 2022, the HR team restructured the process from two separate reviews to one single 'Targets and Objectives' review. The outcome of which led to the determination of an annual end of year bonus worth up to 15% of salary, paid in time for Christmas.
- ◆ When asked in a recent engagement survey 72% of team members said they understood their targets and objectives
- ◆ Further development, this is being rebranded to 'My Review' moving from a spreadsheet to the HR System



Our systems

- ◆ 2021 – Introduced a benefits platform
- ◆ 2022 – NEW HR System
- ◆ 2023 – Company Intranet Page (all in one communication platform with blogs, benefits, surveys including NPS and a wellbeing centre including free recipes and workouts)



Blogs and Comments

Employee Directory



Cycle to Work

Wellbeing Centre



Discounts

SmartTech

Why we made these changes

- Engagement Survey's – “You said – We heard”
- Polls on weekly company wide team meetings
- Transitioning ourselves from being operational to strategic and having proper structures in place.
- We've grown massively in headcount, and like all rapidly growing SMEs we've had to confront trying to maintain the 'small, personal' feel of our organisation, while also accepting that as we grow, our team members' expectations have grown too

We are proud to report that:

- More than 80% of staff feel they are 'cared for' as a person at the IOE&IT
- 87% of staff say they find their work challenging, stimulating and rewarding
- Over 80% agree there is a strong sense of teamwork in the organisation



Our People Strategy - Key Themes



Recruitment & retention



Talent management



Reward



Thriving and inclusive community



What we plan for 2023...

- ◆ Roll out of the Intranet Page
- ◆ Focus groups for our engagement surveys – rebrand to ‘Your Voice’
- ◆ Salary Reviews
- ◆ Roll out career pathways for team members in April
- ◆ Build a ‘Workation’ Policy
- ◆ Focus on our IIP Accreditation and taking it to the next level



**Next
Year**