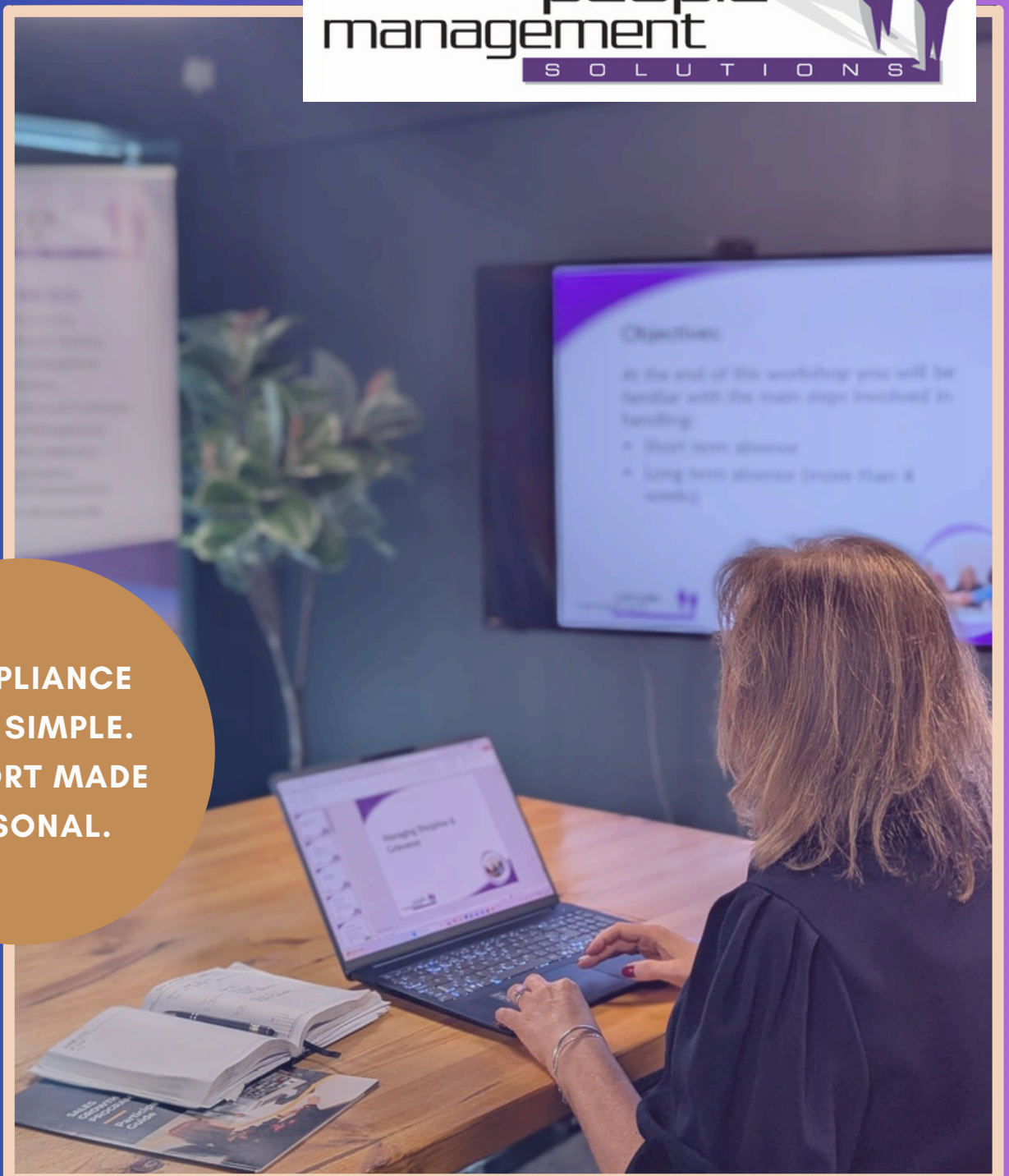


# OUTSOURCED HUMAN RESOURCES SERVICE

## Proposal Document 2026-27



**COMPLIANCE  
MADE SIMPLE.  
SUPPORT MADE  
PERSONAL.**



# MEET THE TEAM

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## CHRISTINE SWAIL

### Director

Having worked in HR with some of the leading and most innovative companies throughout Great Britain and Ireland for over 25 years my key areas of expertise include dispute resolution and HR related training. I am an accredited mediator and trained investigator and have investigated many complaints of workplace bullying and harassment as well as discipline and grievance issues. This practical experience has proved interesting and invaluable when delivering training in the complex area of employment. My approach is grounded in deep expertise, commercial insight and a passion for changing workplaces for the better.



## DEIRDRE KELLY

### Director

I bring a wealth of experience in managing many complex HR issues and am instrumental in leading change and bringing new initiatives to our clients. I have extensive experience of advising on employee relations issues as well as delivering outsourced HR solutions. I am a trained Investigator and investigate all types of disciplinarys and grievances in the workplace. I have led downsizing, restructure and redundancy projects across all levels. Over the last 25 years I have also enjoyed the design and delivery of learning and development programmes in the full range of HR and employment law topics.



## RUTH BULLOCK

### Head of HR Operations

My career to date has been spent within the HR function of one of Northern Ireland's leading hospitality groups, followed by several years as Human Resource Manager for a large professional services firm. This cross-industry experience means I have dealt with a wide spectrum of HR related matters ranging from recruitment & selection, disciplinary & grievance, policy creation and employee & client experience initiatives. I am equally adept at advising on operational or strategic matters and engaging with employees of all backgrounds and levels.



# MEET THE TEAM

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## **LAUREN MCATEER**

HR Consultant

I have worked in Operational, Management and Executive HR Roles, involving everything from day to day and people issues, through to leadership and strategy for over 20 years. I have expertise designing people initiatives, implementing people & OD projects & solutions, as well as navigating individual and large scale employee relations situations. I have maintained throughout a strong focus on Coaching & Mentoring, and its impact on people's potential, as well as placing value on educating and empowering managers, leaders and employers.

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## **MURIEL MCCULLINS**

HR Consultant

With over 25 years of experience in fast paced commercial environments, I pride myself in providing pragmatic, hands on HR support particularly in the area of employee relations.

With a HR career working across FMCG, licensed trade and hospitality as well as the public sector, I have gained experience across most aspects of strategic human resource management.

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## **ANN MORGAN**

HR Consultant

With over 30 years' experience in fast-paced companies, primarily in the manufacturing and constructions sectors, I work at all levels throughout the business to get real results. I actively lead transformational change and drive an integrated approach to the people plan. As a seasoned HR professional, I have in-depth experience of all areas in the HR arena, ranging from recruitment and talent management, to organisational design and employee development, to reward and recognition.

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# MEET THE TEAM

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**LYNN GRAHAM**

HR Consultant

Following a 20-year career in a global FMCG organisation up to Head of HR level supporting a Europe-wide team I am pleased to work alongside People Management Solutions. As a Chartered Fellow of CIPD, with over 25 years of strategic and operational HR experience, my key expertise is in driving innovative and award-winning employee engagement, health & wellbeing, and performance management programmes, enabling organisations to achieve their full potential.

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**EMMA BLEEKS**

HR Consultant

With over 20 years of people management experience across global and local organisations in Financial Services, Outsourcing, and FinTech, I bring a strategic and commercially focused approach to HR Consultancy. As a Chartered CIPD Member, I have supported leaders, managers, and HR teams in developing and executing people strategies that enhance engagement, drive leadership development, and foster positive workplace cultures. I've led initiatives that balance global scale with local nuance, always with a focus on practical impact and people-centred outcomes.

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# Company Background

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Established in 2000, People Management Solutions NI has grown from strength to strength, with our reputation remaining our most valued asset. From our inception to today, our mission has stayed consistent: partnering with SMEs to drive compliance and success through tailored, outsourced HR solutions. By understanding your people, your business, and your goals, we deliver hands-on support you can trust.

We are Human Resources Specialists with deep expertise in developing and implementing progressive HR practices for small to medium-sized businesses across Northern Ireland, Great Britain, and the Republic of Ireland.

Our aim is to help client organisations gain a competitive edge by supporting the implementation of effective people management policies, procedures, and documentation. We work collaboratively with your internal teams, offering guaranteed expertise while keeping you in control of the process.

To maintain consistent service and responsiveness, we also partner with trusted associates who help us manage workload peaks and uphold our high standards. This flexible, collaborative approach allows us to stay agile, scale efficiently, and continue delivering the quality our clients expect.

As members of the Chartered Institute of Personnel and Development, we bring extensive experience in employment law and HR practices, gained through working with forward-thinking local organisations.

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# Safe HR Service

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## Safe HR Service

The Safe HR service has been developed for those employers with 15 or less employees.

### This service will provide:

- A local HR Specialist who can help you make decisions based on a thorough understanding of employment legislation.
- Access to up-to-date employment information.
- A highly cost-effective HR telephone and email advisory service.

### The Safe HR service includes:

- 30 minutes of access to our telephone and email advisory service where your HR Specialist is available to offer practical advice on employment issues.
- **Remote / on-site working HR support for 1 hour every month** (this can be used for example to develop contracts of employment, a Staff Handbook or to carry out disciplinary meetings). Note: if the 1 hour is not used it will roll over to the following month up until the end of the calendar year.
- Access to our Virtual HR Manager Portal
- Preferred rates for our public courses and training workshops

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# Bronze Service

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## Bronze Service

### The Bronze Service has been developed to:

- Provide you with a local HR Specialist who can help you make decisions based on a thorough understanding of employment legislation.
- Provide you with access to up to date employment information.
- Provide you with a highly cost-effective HR telephone and email advisory service.

### The Bronze service includes:

- Access to our telephone advisory service where your HR Specialist is available to offer practical advice on employment issues.
- Email correspondence.
- **Remote / on-site working HR support for 2 hours every month** (this can be used for example to develop contracts of employment, a Staff Handbook or to carry out disciplinary meetings). Note: if the 2 hours is not used it will roll over to the following month up until the end of the calendar year.
- Access to our Virtual HR Manager Portal
- Preferred rates for our public courses and training workshops

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# Silver Service

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## Silver Service

### The Silver service has been developed to:

- Take the hassle out of understanding and implementing the effects of employment legislation.
- Provide access to up-to-date employment information.
- Establish a minimum set of HR policies and procedures customised to the needs of your business that are compliant with best practice and legislation.
- Provide you with a local HR Specialist with experience of working within a diverse range of industries.
- Provide you with a highly cost-effective HR service.

### The Silver service includes:

- An audit of your existing HR practices and procedures to determine the extent of your compliance with best practice and statutory employment obligations.
- Access to our PMS Portal customised specifically to your needs - based on the results of the audit. This constantly updated resource will contain written procedures and standard letters in all the main areas of HR including recruitment, monitoring, contracts of employment, induction, discipline, absence management, bullying & harassment and employee benefits & rights – all written in 'plain English'.
- An updated and fully formatted Employee Handbook
- **Training and on-going support by way of one half day remote / on site working per month.** This can be spent on any HR issue or HR related training e.g. employee engagement, health and wellbeing, performance development, reward & recognition, conflict management, restructuring and occupational health care arrangements etc. Note: if the half day is not used it will roll over to the following month up until the end of the calendar year.
- Access to our telephone advisory service where your HR Specialist is available to offer practical advice on employment issues to any staff member who has responsibility for managing others.
- Preferred rates for our public courses and training workshops

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# Gold Service

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## Gold Service

The Gold service is for employers that require a higher degree of support on employment issues. We will advise on not only what the law says - we will provide you with pragmatic solutions in line with your business needs within the constraints of the law. Our gold service is unique in that our HR Specialists can work on site with you as your partner to implement employment solutions to provide timely and cost effective outcomes whilst leaving you in complete control of the process.

### The Gold service includes:

- An audit of your existing HR practices and procedures to determine the extent of your compliance with best practice and statutory employment obligations.
- Access to our PMS Portal customised specifically to your needs - based on the results of the audit. This constantly updated resource will contain written procedures and standard letters in all the main areas of HR including recruitment, monitoring, contracts of employment, induction, discipline, absence management, bullying & harassment and employee benefits & rights – all written in 'plain English'.
- An updated and fully formatted Employee Handbook
- **Training and on-going support by way of two half day remote / on site working per month.** This can be spent on any HR issue or HR related training e.g. employee engagement, health and wellbeing, performance development, reward & recognition, conflict management, restructuring and occupational health care arrangements etc. Note: if the half day is not used it will roll over to the following month up until the end of the calendar year.
- Access to our telephone advisory service where your HR Specialist is available to offer practical advice on employment issues to any staff member who has responsibility for managing others.
- Preferred rates for our public courses and training workshops

People Management Solutions are an accredited partner with **BreatheHR**, an award-winning, cloud-based HR management solution. BreatheHR takes the hard work out of managing employees and centralises all your employee information in a simple to use system. The system automates previously time-consuming tasks such as booking holidays so you can focus on improving employee performance and growing your business.

### **BreatheHR Features:-**

#### **Employee Records**

keep all employee information in one central location with employee self-service to keep everything up to date.

#### **Organise Documents**

Keep all employee-related documents in one central secure location and publish policies & procedures online.

#### **Book Holidays**

Automate holiday booking with a simple to use online approval process.

#### **Manage Sickness**

Record and track employee sickness to help manage absenteeism

#### **Performance Management**

Manage employee reviews and objectives to improve performance.

# Client Base



Our team has worked for many organisations in the public, private and voluntary sectors.

To protect their confidentiality the full list is not included here but further details and references can be provided on request.

## Public Sector

Mid Ulster Council, Newry, Mourne & Down Council, DELNI, DHSSPS, DETI, Invest NI, Lisburn and Castlereagh City Council, NI Assembly, Safefood, Probation Board for Northern Ireland, Office of the Police Ombudsman for NI, Northern Ireland Office, Northern Ireland Water, Northern Regional College, NI Tourist Board, NI Policing Board, Prison Service for NI, Castlereagh College, Waterways Ireland, Safe Food and YMCA.

## Private Sector

ABO Wind NI, Analytic Engines, Almac, Belfast Harbour, CDE Global, CPC, Dawson Andrews, Decom Engineering, Draynes Farm, Drinksology, Firmus Energy, Funds Axis, Floor Form, Frylite, Galgorm Spa & Golf Resort, Go Pig or Go Home, Gray & Adams (Ireland) Ltd, Hireco, HannalP, Hughes Insurance, Humax Electronics, IBM, iM3 Dental, Intelliden, Intertoll, Kairostech, Kerry Group, LacPatrick, Legal Island, Marcon Fitout, Mallon Technology, Moviehouse Cinemas, Mybaggage, McQuaid Engineering, McShane Packaging, Northern Group, Northern Hydraulics, Parr Group, PGM Accountants, Phoenix Gas, QMAC Construction, Rapid International, Seagate, SLA Digital, Starplan, Stothers M & E, Tayto, The Signature Works, The Towell Building Trust, TMC Dairies, Translink, Tyco Healthcare, Thales, Tinnelly Group, Ulster Bank (Ireland) Ltd, United Dairies (Dale Farm) and Viltra.

## Community & Voluntary Sector

Artscare, Assisi, Apex, Community Foundation for NI, Clanmil Housing, Inspire, Institute for Conflict Research, MACS, NIAMH, New Life Counselling, NICIE, The MAC, Positive Futures, Simon Community, Triangle, SLIG, Victim Support NI and YMCA.

# Get in Touch.

To find out more about partnering with us,  
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