

Renfrewshire Chamber of Commerce

Human Resources Support



What our client wanted

The Renfrewshire Chamber delivered a Scotland-wide programme of mentoring programmes for businesses, women and third sector organisations. Following a review of the mentoring operations, the Chamber wanted to improve the human resource processes that supported delivery of these programmes.

What Frontline did

Following a desk review of current procedures, Frontline interviewed all staff and managers. This identified a number of concerns on both roles and procedures for HR within the team. Our initial report set out a programme of work including organisation structure, job descriptions, appraisal and grievance procedures. We also identified the need for implementation support.

Our consultant prepared the materials, agreed them with managers and staff, and these were implemented successfully. We also provided coaching support to managers as the new procedures were put in place.

What difference we made

Follow-up interviews with staff revealed significant improvement in the effectiveness of the organisation due to clarity of roles and responsibilities, and the implementation of an appraisal process. This produced a measurable increase in the team's productivity and success in recruiting new clients onto the mentoring programmes.