WorkBetter
HR CONSULTING

NEW SERVICE

Manager HR Helpline

Expert HR advice for your managers, just a phone call away. Help them handle everyday people issues confidently, fairly and before they escalate.

£250
per month

3 hours
of expert advice per month

5 managers
named managers can call directly

Same day
callback within business hours

WHAT'S INCLUDED

- **Direct access for your managers.** Up to 5 named managers can call or email for advice, not just the business owner.
- **Practical, plain-English guidance** on everyday people issues, grounded in current employment law.
- **"What do I say?" coaching.** Help with preparing for difficult conversations before they happen.
- **A written summary after every call,** emailed within 24 hours with the advice and agreed next steps.
- **A quarterly usage report** for the business owner, showing call themes and trends to watch.
- **Access to the WorkBetter HR video library** of short guides on topical HR issues.

TYPICAL CALLS

Sickness absence · Return-to-work meetings · Lateness & conduct · Probation reviews · Performance conversations · Flexible working requests · Family leave · Holiday queries · Early-stage grievances

HOW IT WORKS

1. **Call or email** with your question, Monday to Friday.
2. **Same-day callback** with clear, practical advice.
3. **Written summary** in your inbox within 24 hours.



No call centres. No hand-offs. No long contracts.
Every call is answered by Maria, a CIPD-qualified HR consultant with over 20 years' experience, who gets to know your business and your people.

The details: Service hours Monday to Friday, 9am–5.30pm. Additional advice time charged at £90 per hour. 3-month minimum term, then rolling monthly. The helpline provides advice only. Formal case management, document drafting and employment tribunal support are available at £90 per hour or through a WorkBetter HR package. Advice is based on the information provided at the time of the call.

Get your managers set up

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