

LighterHR



ROYAL
TELEVISION
SOCIETY

Case Study

**Transforming HR Operations for a
Leading Educational Charity:
The Royal Television Society's
Success Story**

www.lighterhr.co.uk

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Setting the scene!

As experts in the outsourced HR field, we are now honoured to be working with the Royal Television Society. An outsourced client that we are very proud to support.

The Royal Television Society (RTS) is a British-based educational charity that allows for the discussion and analysis of television in all its forms: from award ceremonies to debates. RTS was founded as the Television Society in 1927 and first obtained its royal title in 1996. Today, His Majesty King Charles III is the Royal Patron of the Royal Television Society.

Our work at RTS is another great example of how how Lighter HR's outsourcing service can make a huge difference to any business, even those that are already very well established and have been trading for many years, like RTS.

Behind the scenes...

RTS first reached out to us in early 2024 to seek an understanding of whether LighterHR would be the right HR provider to fulfil their needs. RTS were referred to us by another of our clients and that really does happen a lot.

What RTS needed was an experienced HR team that would be able to ensure that the charity remains compliant with current legislation. Just as importantly, they wanted a team who would be available to the staff for support and guidance.

The need for HR support that was available to staff had been identified through the annual engagement survey that RTS conducts.



Before LighterHR, the HR responsibility sat with the Finance Director. RTS had found the demand for HR support increasing, both in terms of the time it was taking and the complexity of the challenges arising. They felt that it was starting to take up a disproportionate amount of the Finance Director's time, leaving her with less and less capacity to focus on finance.

We often observe this situation in small to medium-sized businesses, where other functions wear the "HR hat" for some time. Then the tipping point is reached where this is no longer a viable option, especially as a business grows and expands.

This is exactly where our services and flexible approach can be valuable to a business.

But let us show you how...



LighterHR's casting

RTS evaluated various options before selecting us, as it was essential for them to choose the right provider for such a niche business (lucky for them, niche businesses are one of our specialities!).

So, we first met with the CEO, Theresa Wise and the Finance Director, Andrea Elsworth, to discuss our services.



What convinced them to engage with us was our philosophy:

At LighterHR, we fit in with our client's culture and values, and work with them towards their goals. Our objective is to ensure we align with the client's vision so that the service we provide is tailored to their organisation. We don't look to impose a general HR approach that does not always work for all businesses.

In fact, when we asked them why they chose us they said:

“
***“With your team's expertise
and approachable nature,
we were confident that we
were in capable hands and
that you would adapt to the
Society quickly and
seamlessly.”***
”

RTS was looking for a provider who:

- would give them the access they needed to the various levels of HR expertise.
- was flexible and who could be available on-site when needed.
- wanted to work in partnership with them, who wanted to build relationships with managers, and who would feel part of the RTS team.
- can bring expertise and experience from a wide range of different companies and sectors to ensure RTS is developing the very best HR practices.

And this is exactly what we offer.



And... Action!



When we first started working with RTS, the first action we did was to introduce ourselves to the RTS employees and trustees. It was very important to RTS and us that they knew us and saw us as part of their team!

Then we started working on the administrative tidy ups! Whilst no one really wants to know about this (which is why we are here too!), it's a really important step to understand what's working and what isn't, and where changes may need to happen to streamline processes and activities.

Our first few weeks consisted of:

- Completing an HR Audit (to check for compliance),
- Reviewing the contracts,
- Implementing some key policies
- Created trackers for payroll and on/offboarding processes.

Then, we discussed the gaps we identified with the CEO and Finance Director, and agreed on the key projects for the next 3 to 9 months.

These involved:

- Setting up a new HR system.
- Preparing a new performance appraisal process (with training for managers).
- Reviewing their past survey results.
- Launching a new engagement survey.
- Reviewing the handbook.



WITHIN THE FIRST 6 MONTHS OF WORKING WITH RTS, THE DIFFERENCES WERE NOTED BY THE MANAGERS AND TEAM

The staff regularly come to us for a variety of support queries, and our relationship with the CEO and Finance Director is already very solid.

In just under 6 months, we've been able to:

- Launch a new HR system,
- Select and launch a new EAP for the employees,
- Implement a new benefit.
- Launch an engagement survey.
- Onboard 3 new joiners (employees and freelancers).
- Optimised the starter pack.
- Resolve some employee relation matters.
- Finalise a right to work audit to ensure the business is compliant with its immigration responsibilities.

Now, on a more day-to-day basis, as their outsourced HR provider, we manage their HR function and ensure it runs smoothly at all times.

We look after their recruitment, payroll, HR system, processing their starters and leavers, ensure legislative compliance, etc.

We have a dedicated team of 3 looking after their HR function to ensure continuous cover and access to a wealth of experience and knowledge across multiple HR professionals.

Through this strong structure, we ensure RTS receives a consistent service, where everyone knows about their culture, values, structures and main focuses.

The more embedded we are, the more we can suggest improvements or changes that would benefit them.

And this is only the beginning...



Stay tuned...!

Overall, through this real story, we wanted to highlight the valuable impact our HR outsourcing services can bring to your business, and demonstrate how we can significantly enhance your operations and workplace dynamics.

By explaining to you RTS's experience, with whom we have only partnered for nearly 6 months, **we can demonstrate to you the immediate benefits of outsourced HR.**

Since our partnership with RTS started, they experienced reduced administrative burdens, streamlined processes, and a new focus on strategic HR initiatives.



However small or big, all businesses navigate the challenges associated with managing a workforce. This case is an example of how working with us can help you resolve immediate challenges, whilst setting the stage for the sustainable growth and success of your business.

**This is what we do and
we do it very well.**



Key Takeaways

Industry:

The Royal Television Society (RTS) is a British-based educational charity that promotes discussion and analysis of television in all its forms. It was founded in 1927 and is patronized by King Charles III.

RTS engages in a wide range of activities, from award ceremonies to debates, serving the television industry in the UK.



Key Takeaways

Problem:

RTS faced increasing HR demands, which began taking a disproportionate amount of the Finance Director's time.

The complexity of HR challenges grew, and the lack of dedicated HR support was identified through their annual engagement survey.

They needed expert HR support to ensure compliance with legislation, streamline HR operations, and provide consistent support to staff.



Key Takeaways

Solution:

RTS chose LighterHR for outsourced HR services. LighterHR conducted an initial HR audit, reviewed contracts, implemented key policies, and streamlined processes.

We worked closely with RTS's leadership to set up a new HR system, launch a new employee benefits program, and prepare a performance appraisal process.

We also focused on compliance, employee relations, and regular engagement with the staff to ensure HR functions aligned with RTS's goals and culture.



Key Takeaways

Results:

In under six months, LighterHR transformed RTS's HR operations.

We launched a new HR system, improved onboarding processes, implemented a new benefits program, and resolved key employee relations issues.

RTS experienced reduced administrative burdens, enhanced strategic HR initiatives, and streamlined processes, ensuring continuous and compliant HR support across the organization.



About LighterHR

At LighterHR, we specialise in providing practical and pragmatic HR consultancy and support services to businesses with 2 to 500 employees.

We have a current client base of around 300 clients, from many sectors including barristers chambers, architects, charities, consultancies, designers, financial services, hospitality, healthcare, insurance, IT, manufacturing, marketing, PR and technical consultancies.

We provide HR services tailored to our clients in accordance with their requirements and organisational structure.



Give us a call on

- 0203 535 5750 - London
- 0161 529 7478 - Manchester



Or drop us an email at
contact@lighterhr.co.uk



Our Services

Our Experience

All our consultants are CIPD qualified and have many years of experience in HR in a range of industries and settings.

We've worked in a broad range of sectors and between us there's very little that we haven't encountered before – although our clients often like to test that claim by presenting us with the weird and wonderful.

We provide a wide range of HR services tailored to meet diverse client needs.

Outsourced HR

As well as providing support on HR issues as and when they arise via our Pay As You Go option, we also provide a fully Outsourced HR service.

The service offers complete flexibility, enabling you to increase the level of support during busier times and decrease the level of support at quieter times.



Our Vision

Our aim is always for our consultants to quickly feel like “one of the team” and we employ HR consultants with a full range of HR experience to maximise consistency in consultancy relationships, whatever the project.

A recent quote from one of our clients:

“This was definitely an excellent financial investment into the growth and stability of the company, a consistently professional service, you provide excellent, timely feedback where direct open communication is maintained throughout.

After your initial consultation and the engagement of our first project, I very quickly began to realise the benefits and peace of mind that came with your teams’ hand-in-hand support and guidance.”

You can see some of our clients, and nice things they say about us, at <https://lighterhr.co.uk/about-us/client-testimonials/>



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We hope the information in this document has been useful. If you need more information or want to chat through your HR requirements, get in touch.

Book a free consultation:



Give us a call on:



0203 535 5750 - London
0161 529 7478 - Manchester



Or drop us an email at:

contact@lighterhr.co.uk

At LighterHR, we don't have any salespeople, so when you contact us, you will always talk with an **experienced HR consultant** who will understand your situation and be able to help you straight away.

We look forward to hearing from you!

www.lighterhr.co.uk