

## CASE STUDY

THEME: ORGANISATION DESIGN



caspiant:  
one

### MEET CASPIAN ONE & LEARN ABOUT **THE CHALLENGE** THEY FACED WITH THEIR HR

Caspian One is a recruitment business specialising in banking and broadcasting. It experienced a period of dramatic growth and as a result, owners Lee Barnett and Marcus Graziano, outsourced their day-to-day Human Resources function to Reality HR.

The relationship has gone from strength to strength, and when the team appointed a financial controller, it became obvious to the owners that the whole back office needed an organisation design. It was natural to engage Reality HR specialists to carry out this very specific piece of work. Sensitivity was needed because when the words 'HR restructure' and 'organisation design' are used, employees sometimes fear redundancies, and this certainly was not the case at Caspian One.

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DOMINIC BENNETT - OPERATIONS DIRECTOR

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## THE ACTION TAKEN BY REALITY HR AND THE OUTCOME

We spent time with individual members of the back office team to draw out the information we needed for the organisation design. Before we started, we ensured that each could clearly see that the purpose of the exercise was not to make redundancies but to increase efficiency and boost morale. With their willing cooperation, we:

- Evaluated all the processes carried out in the back office
- This showed there was a duplication of effort
- Identified the key tasks required and assessed their impact on the business
- Listened to each team member's feelings about responsibilities, tasks, job enrichment and career aspirations
- Scoped the roles needed to carry the business forward
- Created clear job descriptions and key performance indicators (KPI's) for each role
- Assessed each staff member to match them with the newly organised role
- Gained agreement to our recommended solution from the senior team
- Communicated the solution clearly to the team members
- Completed the organisation design under the capable management of the new financial controller



We knew this project would need to be handled very sensitively and are absolutely delighted with the outcomes. Reality HR handled it really well, and by coming to the process with no bias or preconceived ideas, we knew they would make the best recommendations for the business. The feedback to staff was handled incredibly well ensuring that everyone remained positive, upbeat and motivated. There have been no issues as a result of the organisation design and everyone has settled in well to their re-aligned roles. Subsequently a member of the team has moved on but we found recruiting a replacement so much easier with clearly defined roles, and a good understanding of the type of person we needed.

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The team at Reality HR is positive, supportive and considerate of the demands of our business. Every member focuses on the needs of our business, not the commercial aspects of the relationship. I believe they are a real asset to our business.

DOMINIC BENNETT - OPERATIONS DIRECTOR

