



**COMPANY BROCHURE**

# ABOUT US

Based in Bristol, we support Small and Medium Sized businesses who require all the features of an HR department at a budget and time that suits them.

Our CIPD-qualified HR experts are available on retained models and for one-off projects, bringing expert knowledge with a consultative approach to ensure you operate in accordance with legal compliance and best practices.

We help business leaders to make operational and tactical improvements along with longer term and board level support through strategy, coaching and organisational wide change programmes.







# MISSION

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Our mission is to walk alongside organisations as a trusted partner – simplifying HR, building a positive workplace culture, supporting, and aligning strategies and goals to help people and businesses grow together.

# OUR TEAM



**Heidi  
Neal-Millar**



[heidinealmillar@cogitohr.com](mailto:heidinealmillar@cogitohr.com)

A Chartered Fellow of the CIPD, Heidi brings over 30 years of global HR leadership experience across sectors like retail, finance, education, and healthcare.

Heidi has held senior roles at Nike, Clarks, Santander UK, and ELAN, where she led initiatives in talent planning, TUPE, and cultural development.

Known for her empathetic leadership and ability to drive impactful change, she has worked across the UK, The Netherlands, USA, and Asia Pacific.



**Emily  
O'Brien**



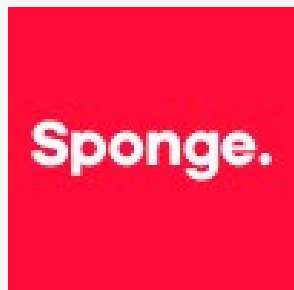
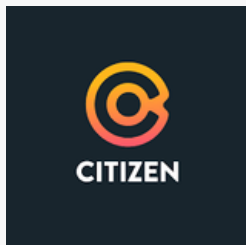
[emilyobrien@cogitohr.com](mailto:emilyobrien@cogitohr.com)

Emily is a Bristol-based people professional specialising in Learning & Development coordination. With experience delivering training across the UK and internationally, she has worked in both the public and private sectors, spanning education and L&D.

At Cogito HR, Emily supports the delivery of high-quality customer experiences by co-ordinating impactful learning initiatives and providing comprehensive project administration and support. Emily's calm approach, attention to detail, and commitment to continuous improvement make her a valuable asset to both the HR and Learning & Development teams.



# WHO WE WORK WITH



*Through mergers and growth, we wanted to realign our approach and set it up for future success. The approach from Cogito was brilliant; they took the time to meet people onsite, review what worked well and identified the gaps. We now have a clear future plan and look forward to continued support.*



*Thank you to Cogito for the full review of our people salary benchmarking and benefits research. We have been very impressed with the data gathered and the in-depth analysis provided, which will transform how we approach our salary reviews across the business*



*Partnering with Cogito's service has been a game-changer for us. Within just one week, they were fully embedded into our team, seamlessly aligning with our culture and processes. The speed and efficiency of the service were outstanding—but what truly impressed us was the return on investment.*

# OUR SERVICE OPTIONS

From retained to project based or flexible options, our experienced HR professionals are ready to support your business, providing you with the confidence and clarity to drive your business and employees forward.

## ADVISE & GUIDE

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For you if you need honest and professional advice to ensure your business operates compliantly and pragmatically.

## OUTSOURCED

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For businesses who need more than just Advice. This solution gives you hands-on HR support as we manage all employee administration, keeping your managers free to focus on building the business.

## BUILD YOUR OWN

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Because it's not always easy to predict the level of support you need on a longer term basis, we created this hourly based model enabling you to flex support up and down at short notice.

## PROJECTS

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Whether it's due to strategy, legislation or employee needs, your business will encounter change. Our projects based solution brings our specialisms to the fore.



# RETAINED MODELS

Qualified and experienced HR support from our pragmatic and professional team.  
Dedicated hours based solutions based upon the size of your business for a minimum of 12 months, or a personalised model shaped by you.

## ADVISE & GUIDE

Ensuring your policies, procedures and practices are legally compliant and practical for your business.

Includes:

- Advice and Guidance via phone, email or video based upon size of your business
- Provision of Template Letters, Employment Contracts, HR Documents, Policies and Forms – reviewed at outset, annually and in accordance with legislative changes
- Company Branded Employee Handbook
- Pay & Benefits Benchmarking – at outset, throughout and annually
- Legal Updates
- Annual HR & Employment Training for Line Manager

## OUTSOURCED

Hands on support which includes all the features of **ADVISE & GUIDE** along with outsourced administrative excellence.

Includes:

- New Starter correspondence, reference and proof right to work checks
- Employee Onboarding & Induction co-ordination and Probationary Review support
- Leaver Administration and Exit Interviews
- Contractual and Pay Changes Administration
- Holiday/Absence Management and Reporting
- Recruitment Support including Job Advertising, application screening and interview co-ordination
- Employee Surveys
- Investigations & Case Management
- Performance Management Support
- HR Board Report and Board Meeting Attendance

## BUILD YOUR OWN

Unsure how much support you'll required or want a solution based upon the needs of your business.? Our Build Your Own model enables you to shape the right package for you..

PRICING (ex VAT)	1 to 10 employees	11 to 25 employees	26 to 50 employees
Advise & Guide	£200 per month (5 hours of support)	£400 per month (10 hours of support)	£650 per month (15 hours of support)
Outsourced	£535 per month (13 hours of support)	£835 per month (20 hours of support)	£1,200 per month (30 hours of support)

# PROJECTS

As your business evolves the features of the employee lifecycle change, add in new employee legislation and the day-to-day challenges of being an employer and you are likely to need short term, specialist support.

Our team are ready to help, whether its Organisational Design to Pay or Redundancies, you can count on us.

## Infrastructure

### **Policy Review and Creation:**

Ensuring existing policies meet compliance standards and creation of bespoke or additional policies for a one-off fee.

**Employee Handbook:** Branded, easy-to-read guide showcasing your workplace culture.

**HR System:** Support in selecting and implementing the right HR system for your needs.

**Pay & Benefits Review:** Evaluation and development of fair, transparent, and sustainable pay structures.

## Change

### **Restructures and Redundancy:**

Support for workforce **restructuring or redundancies, on-site or remotely.**

**Organisational Design:** Align your structure, roles, and processes to support strategic goals and growth.

### **Job Role Evaluation & Design:**

Analyse, define, and structure job roles to ensure clarity, fairness, and alignment with business needs.

**Mergers & Acquisitions:** TUPE-compliant support for safe and effective business acquisitions.

## Employee Relations

**Investigations:** Expert support for managing complex and sensitive HR investigations.

**Performance Management:** Help you design and implement effective performance management processes that drive employee development and business success.

**Case Management:** Expert support managing complex employee relations cases from start to resolution.

## HR Audit

We conduct a comprehensive audit of your HR practices and policies, assessing them against current UK legislation. This process results in a detailed, RAG-rated report with practical recommendations.

The audit not only highlights areas of risk and improvement but also forms the foundation of your tailored HR strategy, giving you clear priorities to drive compliance, efficiency, and strategic alignment.





# CONTACT US

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