

# ATHR TIERNEY

— HR CONSULTING —



**Welcome Pack**

# Welcome

Thank you for choosing Tierney HR Consulting. I am pleased to be supporting you and I look forward to working with you. This welcome pack explains how I work, what you can expect from me, the types of support available, and the information I need to begin your instruction promptly and effectively. My aim is to make the start of our work together clear, professional and straightforward.



# About



I am Amanda Tierney MCIPD Chartered, an independent HR Consultant providing honest, practical and transparent HR support to SMEs. My advice is grounded in CIPD best practice, the ACAS Code and UK employment law, with a focus on fair, proportionate and defensible outcomes.

I provide independent advice and guidance, but you retain decision-making responsibility at all times. My role is to help you understand the options, risks and best-practice approach so that you can make informed decisions with confidence.



# Who I Support

I support employers and organisations who need clear, reliable HR guidance across day-to-day people matters and more complex employee relations issues. This includes businesses that need ongoing support, one-off advice, document review, policy input, or structured help with sensitive cases.

I also offer support to individual employees where no conflict of interest exists. This support focuses on HR guidance and preparation and does not constitute legal representation.



# How I Can Help

## Support for employers may include:

- General HR advice.
- Complex or high-risk employee relations matters, including disciplinary, grievance, dismissal, capability and settlement risk.
- Investigation support packs.
- Disciplinary and grievance support packs.
- Absence and capability support packs.
- Policy review and refresh work.
- Manager support and coaching calls within relevant retainer packages



## Dedicated HR Support

## Support for employees may include:

- A one-off advice session.
- A support pack including consultation, document review and written preparation guidance.
- Ongoing hourly support where appropriate and where no conflict exists.



# Ways Of Working

I offer support on an ad hoc, fixed-fee, retainer or weekly intensive basis, depending on the nature of the work and the level of support you need. This allows me to offer flexibility while keeping scope and fees clear from the outset.

For employers, hourly support is available for general HR advice and complex ER matters, with half-day and day rates also available. Monthly retainers provide priority access to a capped number of hours each month, with different response times and support levels depending on the package selected.

For clients who want cost predictability around a defined piece of work, fixed-fee support may be the best option. Examples in the current pricing schedule include investigation packs, disciplinary and grievance packs, absence and capability packs, and policy refresh work.



# What you can expect from me

When you instruct me, you can expect:

- Independent and professional HR support.
- Honest, practical advice based on the facts available.
- A clear written confirmation of scope, fees, risks and likely timescales before work starts.
- A focus on fair, compliant and proportionate outcomes.
- Clear communication by email, phone or Teams, with written summaries where appropriate
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To begin support efficiently, I ask clients to complete the relevant onboarding form and provide the documentation needed for me to understand the issue properly. Once I receive this, I will confirm scope, fees and timescales in writing.

## **For employer support, I may need:**

Organisation and site details.

The main contact and decision-maker.

A summary of the issue and current stage.

Any live deadlines, meetings or hearings.

Relevant policies, correspondence and supporting documents.

## **For individual employee support, I may need:**

Employer name and location.

The type and stage of the workplace process.

Any meeting dates or deadlines.

Copies of letters, invitations, allegations or outcome documents already received.

# Fees and payment

Payment terms should be clear from the outset. For new clients, payment is required upfront before work begins. Existing client invoices are payable within 7 days, and retainers are invoiced monthly in advance.

Travel time is chargeable where onsite support is provided within 50 miles of Heywood, and onsite support is included within the agreed hourly or day rate structure. For fuller pricing detail, the welcome pack should refer clients to the separate pricing schedule rather than reproducing every fee line in full.

# Important boundaries

I act independently and will not support both an employer and an employee in the same matter. If a real or perceived conflict of interest exists, I will decline the instruction.

Where I support individual employees, that support is limited to HR guidance and preparation. It is not legal representation. For employer clients, my role is advisory and supportive, but final employment decisions remain with you as the employer

# Next steps

The current process is simple:

1. Make contact and complete the onboarding form.
2. I review the information and confirm scope, fees, risks and timescales in writing.
3. Support begins once terms and payment are confirmed.

**AFHR**  
**TIERNEY**  
— HR CONSULTING —

**Trusted  
Advice**



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