

# Business Daily

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## HR consultancy has 5 reasons to celebrate

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A COVENTRY HR consultancy is enjoying a quintet of celebrations as it marks its tenth year in business.

As well as marking a decade of successful trading, Hassle Free HR has also enjoyed year-on-year growth.

The company, which was founded in June 2006, is also celebrating the promotion of employee Kirsty Denslow, a move to a new home and becoming a member of Coventry and Warwickshire Chamber of Commerce.

Ms Denslow was promoted to HR advisor after she attained the Chartered Institute of Personnel and Development's (CIPD) advanced post graduate diploma in HR management.

Senior HR advisor Elaine Hedley said: "Kirsty's hard work and determination to become an associate member of the CIPD will enable the company to increase its services to its retained cli-

ents and to further expand the business."

In order to support its growth and expansion plans Hassle Free HR recently moved to Elliott Court, Herald Avenue, on Coventry Business Park.

"The new office facility and location will provide us with a better platform from which to further grow our business over the next ten years," said Ms Hedley.

Hassle Free HR specialises in the employment law side of HR, providing outsourced HR advice, guidance, training and HR contracts and policy documents to their retained clients in the SME sector, across the West Midlands and beyond.

Ms Hedley added: "To assist with our future growth plans we have also recently joined the Coventry and Warwickshire Chamber of Commerce and we are really looking forward to being part of the chamber community and connecting with other members at the chamber's many networking events."



■ Elaine Hedley (left) and Kirsty Denslow of Hassle Free HR

## City event to promote importance of exporting

COVENTRY will be the location for an event aimed at promoting the growing importance of exporting overseas.

Business Enterprise Support (BES), which has offices in Burton and Stoke, will be working in its role as Virgin StartUp delivery partner, alongside UK Trade & Investment and Microsoft, to offer advice about

available support that could be available to them at the special meeting on Thursday, April 21.

The organisation offers support in the form of help applying for loans, as well as one-to-one business coaching from real business mentors.

The Virgin StartUp scheme allows budding entrepreneurs to apply for

funding to apply for loans from £500 to £25,000 to finance their new business.

The focus of the event will be on firms looking at selling products overseas for the first time, and will feature a raft of speakers from across several different areas of industry.

These will include Dr Catherine Raines, chief executive of UK Trade

and Investment, and Emma Jones, founder of Enterprise Nation.

The event is taking place from noon to 4.30pm at the Advanced Manufacturing Technology Centre, in Ansty, Coventry.

Free tickets can be booked online at <https://www.eventbrite.co.uk/e/global-opportunities-summit-tickets-21483687287?aff=BES>.

### In Brief

#### Teaming up to boost service

COVENTRY customer engagement specialists Rant & Rave have teamed-up with the North of England's gas distributor, Northern Gas Networks (NGN), to capture real-time feedback from its customers in a bid to improve customer satisfaction.

From later this month, customers who have had gas pipes replaced as part of NGN's £90million-a-year gas mains replacement project will be invited to share their thoughts on the service they receive.

Collected via text message the comments will be used to help identify behaviours and trends that are affecting customer satisfaction.

Rant & Rave's technology will analyse comments and present the results back to NGN.

Mark Horsley, chief executive officer for Northern Gas Networks, said "Nothing is more powerful than listening to our customers' feedback.

"Being able to access this feedback in real time will help us understand what we can do better.

"Rant & Rave will help to drive our customer experience strategy as we continue to put people and the voice of our customers at the heart of everything we do."

Dennis Fois, CEO for Rant & Rave, said "We're delighted to welcome Northern Gas Networks to the 'raveolution."

#### Contractors on awards shortlist

DEELEY Construction and O'Brien Contractors have been shortlisted in the West Midlands Celebrating Construction Awards.

Coventry-based Deeley Construction has been shortlisted in the Project of the Year and Integration and Collaborative Working categories, along with Warwickshire College Group, for its work on Pershore College.

Leamington-based O'Brien Contractors is a finalist in the SME of the Year award.

The Celebrating Construction Awards will showcase some of the most ground-breaking projects and products from the West Midlands over the past year.

The ceremony will take place at Birmingham's ICC on May 13.



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