

YOUR HR
BUSINESS PARTNER

SERVICE GUIDE

Louise Mortimer
2026

ACADEMY
HR 

Trusted HR Partnership for your Business



- Investing in people.
- Empowering leaders.
- Nurturing potential.

Welcome to the Academy!

My name is Louise and I founded Academy HR with a clear vision - to support the people behind the professionals.

Expertly equipped through experience in senior human resources roles, providing strategic business partnership and over 15 years working in people facing industries, I've seen first hand how the right guidance can empower individuals to unlock their potential and create positive, productive workplaces. My passion has always been helping leaders navigate people challenges with confidence while building strong, sustainable foundations for the future.

I believe that people are at the heart of every successful organisation. Whether you need tailored HR advice, leadership development initiatives, support managing ad-hoc projects, or long-term partnership to achieve your people strategy, I'm here to provide solutions that are both professional and personable.

Thank you for considering me as your trusted people partner. I'm proud to lead a consultancy that is committed to making a real difference for the people and businesses I work with.

- **Louise Mortimer, Director of Academy HR Limited**

Contact me

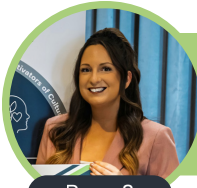
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Service Overview



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HR Consultancy

Trusted people partnership to support with Training, ER, recruitment, onboarding, offboarding, optional HR software, and everything in-between. Consultancy can be provided on an ad-hoc basis or retainer packages are available.



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Leadership Development

Invest in leadership training which equips leaders with the skills, confidence and tools they need to inspire teams, drive performance and navigate change with impact.



Page 7

Professional Resilience Coaching

Exclusive to Academy HR is an original framework called the S.P.A.C.E Professional Resilience Model. Take a deep dive into your cognitive framework to understand how to keep yourself professionally resilient and thrive in the workplace.



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HR Health Check

Designed to give your business a clear, comprehensive view of how well your people practices are working. I will review your current policies, processes, and compliance to highlight strengths, uncover risks, and identify opportunities for improvement.



Page 11

Bespoke Guides and Templates

Templates are crafted to make your people practices simpler, more consistent and fully aligned to your business. From policies and procedures to performance documents and employee communications, each template is tailored to reflect your culture, brand, and values.

HR Consultancy

Whether you are seeking ad-hoc support or a monthly retainer service, I provide a professional HR consultancy experience tailored to your business needs.

I work alongside you as your trusted people partner, giving you the confidence that your people matters are in safe hands.

I'm here to look after your people and compliance so that you can focus on what you do best, running and growing your business!



How can HR consultancy add value to your business?



Compliance Assurance

Employment law is complex and changes fast. I make sure your policies and people practices are up to date to protect your business.



Finding and keeping the right people

Struggling to recruit? I can help you attract, select, and retain the talent that fits your business.



Creating a strong workplace culture

Engaged employees are more productive and loyal. I will work with you to build a positive culture where people feel valued and performance thrives.



Supporting leaders and managers

Not every manager is a natural when it comes to handling people issues. I can help coach and support leaders to build confidence and effective practice.



Guiding you through change

Whether you're restructuring, scaling up, or facing tough decisions, I will provide the advice and practical support you need to move forward with clarity and care.

Breathe - HR Software

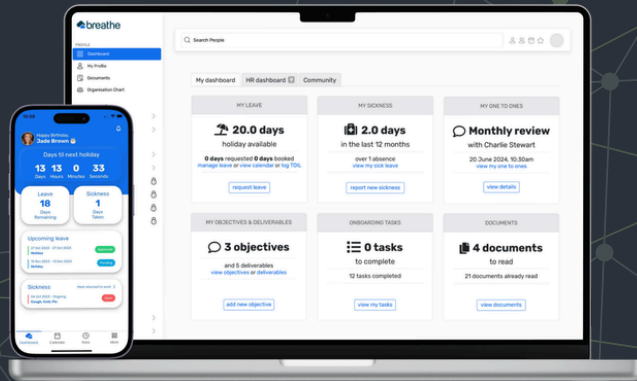
As an Accredited Breathe Partner, I can offer retainer clients access to an affordable, intuitive HR information system. I also manage the maintenance of the system and your employee data for you!

Breathe is an effective, user friendly HR system designed specifically for SME businesses to ease the burden of HR admin and storing employee data.

This is an intuitive system which enables businesses to record employee absence, request annual leave, manage personal information, store documents and more.

What are the benefits of using Breathe?

- Digital holiday request process
- Monitor employee absence
- Centralised virtual personnel records
- Manage employee performance
- Access to HR data reports
- Mobile access for easy use by employees
- Integrates with other systems – such as Xero Payroll



Why you'll love working with Academy HR

The Academy was founded with a core purpose of supporting the people behind the professionals. I'm all about connecting with people on a humanistic level and creating a bespoke experience for clients. I will work with you as a unique client to find solutions that make sense for your business and your people.

I bring a fresh, outside perspective while working as if I'm part of your team. You'll enjoy the benefits of experienced HR expertise without the cost of a full-time hire!

Whether you're looking for a HR professional who is accessible for day-to-day enquiries or ad-hoc support, I provide support tailored to your business needs. My pricing structure for retainer services are available on page 13, or you can contact me for a personalised quote.

Leadership Development

You can be the most technically skilled person in your field, the "go to" expert for your industry, but if you don't know how to connect with your team and understand the context behind their behaviours or thought patterns on a human level, you're missing a golden opportunity to truly become an inspiring (and influential!) people leader.

The modern working world demands more from business leaders than for them to be technical experts, employees are seeking empathy, understanding and authenticity.

Academy HR provides training on a range of HR practices and topics, including but not limited to:



- ▶ Leading Effective Investigations
- ▶ Having Difficult Conversations
- ▶ Prevention of Sexual Harassment
- ▶ Performance Management
- ▶ Handling Grievances & Disciplinaries
- ▶ Inspiring Inclusive Work Practices
- ▶ Professional Resilience Building

When you invest in leadership training with Academy HR, you will experience an interactive and engaging workshop environment to support your team to grow and develop.

In-house training packages include a provision of practical resources for teams to keep and a safe learning space, facilitated by an experienced HR professional, for sharing best practice and gaining skills which will drive genuine impact to your internal people practices.

Bespoke Training Programmes

Training can be delivered on-site at your workplace, or for an additional fee, I can facilitate your team training session off-site for an engaging away day experience at the Hilton Hotel at the Utilita Bowl. Subject to date availability.

I work with each business to determine what their specific challenges may be in their current workplace and which skills their leaders may need to adopt to best suit the needs of the wider cultural objectives.



The S.P.A.C.E Professional Resilience Model

Exclusive to Academy HR is a training model which delves into the core areas for creating human centric, emotionally intelligent, empowered leaders of people. As well as the operational skills to follow process, truly effective leaders understand how to connect with their teams, become cultivators of culture for your business and inspire high performance through their people.

The S.P.A.C.E Leaders of Resilience Framework guides leaders through a deeper understanding of how to connect with their people by creating a humanistic lens to breakdown human behaviour patterns

I help your people leaders to:

- Approach difficult conversations constructively.
- Effectively navigate their team through organisational change.
- Secure a working relationship built on psychological safety.
- Drive high performing teams like they've never experienced before.



Professional Resilience Coaching

Life is full of challenges whether it be unexpected setbacks, pressures at work or personal struggles that can leave us feeling overwhelmed. Resilience is not about avoiding these challenges, but about how effectively we bounce back, adapt and grow stronger from them. With the right support, anyone can build resilience. That's where professional resilience coaching can support this journey.

Why invest in Professional Resilience Coaching?

Unlike group sessions or generic self-help advice, 1:1 coaching is completely tailored to you. It gives you a safe, confidential space to explore your experiences, uncover limiting beliefs, and learn strategies that fit your personality, values and lifestyle. Every session is designed to help you build sustainable habits and a mindset that empowers you to thrive, even in difficult times.

How will these coaching sessions support you?



Stronger coping strategies - Learn techniques to manage stress, anxiety and pressure in healthier, more productive ways.



Greater self-awareness - Understand your triggers, strengths, and blind spots so you can respond instead of react.



Improved confidence - Feel more equipped to handle challenges, make decisions and pursue opportunities.



Emotional balance - Develop tools to regulate your emotions, enhance emotional intelligence and maintain focus under pressure.



Sustainable resilience - Build long-term resilience, not just quick fixes, so you can flourish in both your personal and professional life.

Human Synergetics, Life Styles Inventory™

As an Accredited Practitioner, I am also able to offer coaching for leaders or aspiring leaders using the Human Synergetics, Life Styles Inventory™ tool.

This is a comprehensive tool used by professionals all over the globe, empowering managers and leaders to actualise their potential and contribute to the overall success of their business.

What does the tool do?

This unique coaching tool provides individuals with insight into their strengths and areas for development through self-assessment and anonymous 360 feedback from peers, delegates and line management.

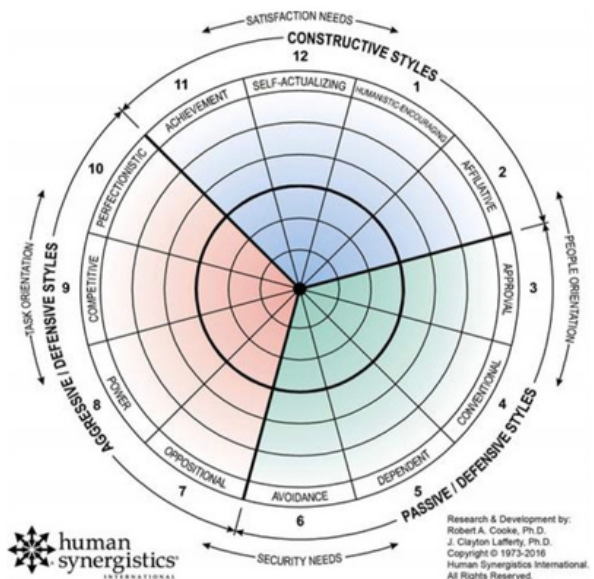
Who would benefit from this tool?

Leaders of people or professionals who have an appetite for self development would benefit from coaching through the Life Styles Inventory™ assessment. The tool gives you a unique opportunity to delve into your thinking and behavioural patterns through an internal lens and the experience of those who work alongside you.

The results will guide you towards achieving a more constructive and effective leadership style and a deeper understanding of how your thinking patterns can impact your observed actions or behaviours in the workplace.

You can find more information on the Human Synergetics, Life Styles Inventory™ by visiting the below link or contacting me for further information:

<https://www.humansynergetics.com/en-gb/change-solutions/individuals/assessments/life-styles-inventory/>



HR Health Check

Strengthen your business with a professional HR Health Check

Your people are your greatest asset, but also your biggest responsibility. Without effective HR practices in place, businesses risk costly mistakes, compliance issues and missed opportunities to engage and retain talent. That's where a HR Health Check comes in.

This service gives you a clear, independent view of how well your HR function and people practices are performing, highlighting both areas of strength and opportunities for improvement. Think of it as a health check for the heartbeat of your business - your people.

Why an HR Health Check matters

Even businesses with established HR teams can face hidden risks. Such as outdated policies, inconsistent processes, or gaps in compliance. On the flip side, many organisations overlook opportunities to improve engagement, performance and culture.

The Academy HR Health Check ensures you are:

- ✔ Compliant with statutory requirements - reducing risks of costly disputes or fines.
- ✔ Aligned with best practice - benchmarking your processes against current standards.
- ✔ Proactive, not reactive - addressing issues before they become problems.
- ✔ Optimising people practices - unlocking higher productivity, engagement and retention.



What does our HR Health Check include?

These assessments are tailored to your business but typically reviews the following:



Policies & Procedures – Are they up to date, compliant and accessible?



Recruitment & Onboarding – How effective are your hiring and induction processes?



Employee Engagement & Retention – Are you creating an environment where people thrive?



Performance Management – Do your processes support growth, professional development and accountability?



Compliance & Risk Management – Are you meeting your statutory obligations as an employer?



Culture & Wellbeing – How well do your practices support inclusion, wellbeing, and organisational values?

The assessment is a transparent and collaborative process. It is not designed to catch you out and is free of judgement!

The assessment can be carried out in person, online or a blend of the two. Once complete, a comprehensive report is written and provided to your business for consideration. The report is confidential and provided to you as a guide as to how you can optimise your existing processes, fill any gaps in compliance and suggestions for ongoing support.

The fee for the HR Health Check service is available to view on page 14.

Bespoke Guides and Templates

Ever wished you had a suite of pre-prepared templates?

In today's fast-paced world of work, businesses need practical tools that make managing people practices simpler, more consistent, and more effective.

Bespoke templates created by Academy HR offer exactly that - a ready to use framework designed to save time, reduce errors and ensure professional standards are maintained across your organisation. Whether it's for policies, performance reviews, onboarding documents, or employee communications, our templates streamline processes and free up valuable time so leaders can focus on business objectives.

Bespoke templates are crafted with your business in mind, ensuring they reflect your culture, values and operational requirements. Rather than relying on generic resources, you benefit from documents that are aligned with your brand and customised to support your specific people practices. From tone of voice to formatting, everything can be adapted to fit seamlessly into your existing systems and workflows.

Templates and guides can be created upon request, but examples include:

- Onboarding checklists.
- Recruitment documents - including interview packs, job descriptions, offer letters.
- ER templates - meeting invite letters, outcome letters, investigation report etc.
- Family friendly documents - flexible working, maternity etc.
- Policies and procedures.
- Manager's 'how-to' guides.

Contact me today for a project quote to create your bespoke suite of templates.



Digital Resource Hub

Academy HR - Digital Resource Hub

Looking for something you can pick up straight from the shelf?

At www.academyhr.org.uk we have an online resource hub where you can download a range of pre-made templates and documents which are ready to use.

Documents available online include:

- Free self help guides
- Generic Manager Guides
- HR policies
- Checklists for onboarding and offboarding
- Staff wellbeing templates
- And more!



Considering a career in HR?

As a passionate HR professional, I am always excited to meet individuals who aspire to work within the profession or who are seeking to progress in their career journey in a people centric role.

If you're curious about starting a career or progressing within your existing role, please feel free to reach out to me for advice and guidance on your next steps.

I can provide support with interview preparation, CV crafting and career mentorship to help you succeed in your professional aspirations.

Price Guide

HR Consultancy – Retainer Packages



Silver

£295 *per month*

Minimum 3 month contract

Telephone/Email support

Monthly newsletter featuring employment law updates.

Basic letter/lifecycle templates and up to 5 policies or procedures.



Gold

£450 *per month*

Minimum 6 month contract

Everything in Silver plus:

Monthly in-person/online Business Partner meeting.

Additional letter/lifecycle templates and up to 10 policies or procedures.



Platinum

£875 *per month*

Minimum 12 month contract

Everything in Gold plus:

Attendance to in-person meetings.

Bespoke internal manager guides and annual training for management.

Annual HR health check – including review and update to policies.

Terms and conditions apply. All retainer packages include an initial HR Health Check as part of the client onboarding process. Prices are correct as of May 2026 – these may be subject to change. Please contact Louise@academyhr.co.uk for a personalised quote on ad-hoc project work or day-rate activity.

Leadership Development Training

I will create a bespoke training plan with you which suits your business's objectives and strategy. A personalised quote can be provided following an initial scoping meeting. Below are some examples of training costs based on workshop duration.

Duration	Participants	Example cost
1 full day workshop	Up to 15 (<i>*£45 per additional attendee</i>)	£2,500 (plus travel expenses)
2 full days workshop	Up to 15 (<i>*£45 per additional attendee</i>)	£4,750 (plus travel expenses)

Professional Resilience Coaching

Individual coaching sessions are charged at a rate of £150 per hour or bulk packages are available, including three sessions for £399.

Prices for Human Synergistics, Life Styles Inventory™ coaching may differ and a quote can be provided upon request.

HR Health Check

The Academy HR Health Check is a one off fee ranging between £375 to £500 depending on the size of your organisation. Contact me today for your no-obligatory quote.

Thank you for considering a partnership with Academy HR!

I understand that choosing the right HR consultancy is about more than just finding external support - it's about finding a trusted people partner who will invest in your success, share your values and help you unlock the full potential of your people. My goal is to provide not only expertise, but also the reassurance that you have a reliable partner by your side to navigate every stage of your people journey.


If what you've read resonates with you, I'd love to explore how I can support your organisation more closely. The next step is simple - reach out to me for a no obligation conversation about your current priorities, challenges and ambitions. Together, we can identify where the Academy HR services and bespoke solutions can add real value to your business.

Let's start the conversation today and take the first step towards creating a stronger, empowered, people centric workplace.

Contact me

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 Louise@academyhr.org.uk

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ACADEMY
HR

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Strengthen
your
resilience

Welcome to your
Executive Leadership
Session

Discover
Academy
HR
discover
HR online!



Supporting the **People**
behind the **Professionals.**

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