

# Taking Over Daily HR Tasks – Improving Processes and Employee Experience

AMX

## Customer Pocket Story

torq.people

Duration: Since 06/2023



“The provision of a People & Culture Manager by torq.partners had a huge impact for us. Not only was I finally able to concentrate on strategic tasks again, but numerous processes were also optimized and the individual HR functions were managed.”

Sebastian Paasch  
Managing Director

## Project Scope

Consulting in People & Culture and first professional appointment in this area, responsibility for the daily tasks of the HR department

## Use Cases

- Review of existing People & Culture processes and implementation of improvements following an evaluation
- Takeover of People & Culture tasks from the CEO
- In-house People Manager for all processes, from hiring and payroll to employee support
- Optimization of processes such as onboarding and offboarding, as well as automated payroll processes

## Industry

Enterprise, software; consulting, recruiting



## Problem

- The company did have a **lack of in-house expertise** in the area of People & Culture.
- **People topics were on the Managing Director's desk** and tied up his resources. This situation diverted valuable resources and attention from core strategic functions.
- The **absence of dedicated HR management hampered process efficiency** and employee support.



## Solution

- Assessment and **improvement of existing People & Culture processes**
- Task **takeover of People & Culture responsibilities** from the CEO
- **Overseeing all HR functions**, including hiring, payroll, and employee support.
- **Improving onboarding and offboarding processes**, and implementing automated payroll systems
- **Streamlining HR operations** to allow the CEO to focus on strategic priorities



## Impact

- By deploying a People & Culture Manager we could **enhance and streamline processes** and will improve overall HR efficiency and effectiveness.
- By taking over HR tasks from the CEO, resources will be better allocated, **allowing the CEO to focus on strategic leadership**.
- In-house management of all HR functions will ensure **dedicated attention to hiring, payroll, and employee support**.
- Optimized onboarding and offboarding processes, along with automated payroll, will lead to a **smoother and more positive employee experience**.