

# Handling and *improving all People Operations* processes like onboarding and offboarding



## Customer Pocket Story

torq.people

Duration: Since 11/2023



“During a sudden absence of our HR manager, many of our processes stalled. With the interim managers from torq.partners, we had contact persons for all HR matters and were able to continue our daily operations without any problems.”

Sascha Firtina  
Co-Founder

## Project Scope

Interim management of the People & Culture department, including the management of an intern

## Use Cases

- Handling and improving all People Operations HR processes like onboarding and offboarding
- Taking care of the monthly preparatory payroll
- Managing any ongoing recruitment processes
- Providing guidance and supervision to the intern
- Assigning tasks and ensuring the intern’s professional growth
- Evaluating the intern’s performance and providing feedback

## Industry

AdTech, marketing, media



## Problem

- Sudden and **prolonged absence of the HR Manager** due to illness, followed by termination, causing significant disruption to essential People Operations
- **Risk of inefficiency in key HR processes** such as on- and offboarding, monthly preparatory payroll, and ongoing recruitment efforts
- The **intern** in the HR department **worked without a direct supervisor**.



## Solution

- Our Interim Managers have **taken over all People Operations processes** to ensure smooth HR function.
- We’ve **stabilized** onboarding and offboarding **procedures**, ensured timely and **accurate monthly preparatory payroll**, and **managed ongoing recruitment** to fill critical roles.
- Additionally, we’ve provided **direct guidance to the intern**, assigning tasks, and conducting regular performance evaluations to foster their development.



## Impact

The impact of our interim management has been substantial:

- Employees, leaders, and executive team had a **dedicated point of contact for all relevant and critical HR matters**, ensuring clear communication and support.
- We **automated processes to reduce manual work**, implemented new processes and appropriate tools, and provided thorough training to the intern.
- As a result, **daily operations, including payroll, and hiring continued smoothly** and without disruption.