

EUROPA

G R O U P

Submission on behalf of

Alyson Hanley

For

Support Manager of the Year

SOUTH WEST CONTACT CENTRE AWARDS 2016

Alyson Hanley

HR Manager

Biography

Established in 1997 Europa Group manages more than 450,000 insurance policies and employs over 600 staff in our purpose built offices. We are vastly experienced at providing insurance solutions to the end customer, insurance brokers and affinity partners, including all administration services of Ford's customer insurance programme. This includes the private car and commercial vehicle 'Free to Go' system, quotes, policy amendments and renewals.

We as a group have a history of supporting major brands such as the AA, Kwikfit and Blackhorse.

Innovation has also played a major part in our group development and can be evidenced by the support given to GoCompare which started life as an appointed representative of Europa Group.

Why Is Alyson Hanley Support Manager of the Year?

Aly is a people person, whilst maintaining the required balance between staff and business demand. She always has time for anyone, including members of her own team and also any staff member who need some advice or just simply to listen. She remains balanced, fair and calm which is a credit to her character and her experience. Aly believes the HR team are there to support our business and its employees and that they are our customers. She works closely with operational managers to support the delivery of business strategies and targets and balances the need to be supportive and encouraging with the need to deliver critical targets and often leading on any challenging message that has to be delivered.

Who is Alyson Hanley?

Alyson Hanley (known as Aly by everyone, unless she's in trouble) is our HR Manager at Europa Group; Aly is responsible for the Management of the HR function within our group leading a team of 8. Aly has worked for Europa for over 15 years. HR is never dull and Aly manages a challenging programme. Aly interacts with all staff within our group and advises Management/Executives on HR issues and overseeing all work within her HR team, whilst planning and forecasting work in a rapidly growing and evolving company. Aly believes that HR needs to be seen in our business and actively encourages the team to get out and about in our business and work with employees and Managers in delivering the company's strategy's. To name a few elements of the HR team's responsibilities that Aly oversees – Payroll and Pensions, internal & external recruitment, advising on all staff management issues, disciplinary & grievances, policies & procedures, employee engagement, Reward and recognition and HR strategy.



Aly started her Europa Group career setting up the HR function from scratch and has been involved in the exciting journey of Europa Group Ltd since day one, giving her an awareness, compassion and a huge heart for people of all levels and roles within our Company.

Aly leads her team by example. She expects hard work and dedication delivery on projects and targets, she believes that the most positive work environment for all staff is one where they work hard, achieve and are recognised whilst also having fun.

Photos



Some of Alyson's achievements

During 2016, Aly and her team delivered a number of key projects, as well as the delivery of the day to day HR functions, that benefited and supported in the growth of Europa Group.

- Launched and implemented the new staff employee recognition Scheme Europa Group "Shout Outs" with over 1350 nominations since the launch of the scheme.
- Launched the first Europa Apprenticeship Scheme working with Bristol City College
- Supported and worked with Operations to design and deliver an Agent Career path programme
- Launched the staff engagement project "you said we did"
- The constant delivery of business critical recruitment to ensure operational requirements were achieved, with nearly 300 staff recruited in the last 12 months,
- Has championed a Europa Groups Corporate Responsibility scheme with the launch of a volunteering programme.

- Aly sits on the monthly Senior Management Communication forum, always delivering a positive and polished update on activity and always looking very positively ahead,
- Aly takes a great interest in all parts of our business, always wanting to understand how and what the business achieves their goals, this helps deliver the very positive messages to the staff.

Testimonials

'Aly is the most approachable and compassionate manager I have ever known, consistently putting others before herself and always making time for anyone who needs her. She is a fountain of knowledge and invests in and provides opportunities to those that work for her and ask for her help. Aly always goes the extra mile when dealing with people, managing and leading. She knows her team inside out, how to get the best out of them and I know I speak on behalf of many others as well as myself when I say that she is an absolute pleasure to work with and for'

'...She is a fair and consistent manager. Aly believes in you as an individual, works with you to bring you to the best you can be. Aly always has time for her team, no matter how big or small the issue may be. ... I have never been managed to my full potential, step by step as I have been since working for Aly'

'Aly has been a consistent source of support long before I become a manager... I find Aly to be one of the most consistent managers in the business which makes her very easy to work with...Aly is a brilliant role model for staff at all levels in the business, demonstrated by her length of service and dedication to her role and supporting others'

'Her ever present drive and passion for the Group still shines through after 10+ years of service and should serve as inspiration to us all'

'I have worked with Aly within the Europa group for a year and I can honestly say it has been a real pleasure. Aly has the right approach to things which has clearly filtered down to her team. They are extremely flexible, adapt to change and also keen to work together for the good of the business.

At times I will spring recruitment demands on Aly and the team with minimal notice. Aly always delivers this in a positive way, no can do is not an option for Aly or her team. This approach has meant we have always had the right level of people within the business, in the right place at the right time.

Aly also ensures her HR team are out and about on the floor, listening and supporting staff. This is great to see as very often an HR department is that is non contactable area, not at Europa.

Aly and her team always make things fun and exciting with the good of people and the business always at the centre of everything they do.'

Summary



So to sum Aly up, a, dedicated, knowledgeable, fair and dedicated Business Manager who always looks at the positives, without doubt the can/will do attitude within the HR team has helped us meet our challenging recruitment requirements as our business has grown from circa 100 staff 5 years ago to almost 650 now. Her team are incredibly supportive and the can do attitude cascades through all who have the good fortune to liaise with them.