



Episode 4 - Do I need a team and how to build one?

Having a Team around you can help you leverage your business, because you will come to a point where you won't be able to do everything yourself

One way to work out what positions you may need to recruit into is to draw up a list of all the key tasks that need to be done in your business.

From this you can also go on to create a job description

The main options available to you are

- Staff
- Outsourcing
- Subcontractors

Some Pros of taking on staff and outsourcing are:

- You will have more capacity to take on more clients
- Assuming you are able to train your team right it will lead to better customer service as customers won't be purely relying on you to help them

Some cons of taking on staff and outsourcing are:

- Your legal obligations – taking on staff requires minimum wages, minimum holidays, reporting to HMRC and employers liability insurance
- Finding the right person can be really hard to do
- The cost of Training them can be significant

- Cashflow becomes even more important when you have wage bill to pay

If you do decide to take on staff please make sure you:

1. Hire an HR agency to help you create an employee handbook and contracts
2. Follow up references as there is research that suggests most CVs nowadays include false information
3. Get employers liability insurance

Building a team is an integral part of any business. In fact, the success or the failure of a company depends on a large extent on the type of staffing a company has. It is very important to have proper people running your company if you want to see your company grow really fast.

Looking after your team.

1. Firstly have a formal induction process
2. Give them a warm welcome.
3. Give them a description about your role as the business owner or manager.
4. Give them a welcome tour of the whole
5. Give them a brief summary about the company
6. If possible demonstrate your company's products and/or services
7. Explain to your new employee how the company works
8. Tell them about the company's competitors and what is being done to make sure that the company is staying ahead of the competition
9. Explain in detail their responsibilities and describe their job functions
10. Let them be aware of what you and the company expect from them
11. Explain the specific conditions and requirements of employment
12. Be very clear about the safety rules, policies, procedures and regulations

13. Introduce them to their co-workers along with a brief description of their jobs and responsibilities.

15. and finally give them time to acclimatize

Covering all of these basics will help new employees settle in and they will be more efficient to contribute much more quickly compared to employees that are just left to their own devices.

Please remember to get professional HR advice when it comes to putting proper contracts and terms and conditions in place, as it can be horrible when things go wrong with employees, but if you have water tight contracts in place that will protect you and the employee, it will help if things don't go to plan. On a more positive note though, if you can build a team of great people, that you have trained well, you stand a good chance of taking your business to the next level successfully.