

# Real Client Stories

*Nightingales Wealth Management-  
Sam Farmer - Director*



## Managing Change at Nightingales Wealth Management

In 2021 Nightingales Wealth Management was launched following the merger of two businesses run by the company directors John Franks and Sam Farmer. The aim from the beginning was to build a team which delivers a high-quality service and provides the widest range of financial expertise for clients.

The complexities of building the new structure, systems, business culture and team within Nightingales, combined with the ambitious growth plans created the need for a more robust approach to HR than either business had in place. The Directors recognised that they now needed specialist help.

## HR support across the employment lifecycle

Just Global HR was appointed as Nightingale's HR partner to help build a People Plan to accelerate business goals and take the potential of their teams to the next level.

As a regulated organisation it was important that policies and processes were legally compliant but also the Directors wanted a trusted, third party support to help them to lead their teams through the changes and beyond.

Initially the focus was on building foundations; creating a single set of Policies and Procedures, Staff Handbook and the rollout of an HR System configured to reflect their desired way of working. The result was a consistent approach to managing their people and streamlined processes as employees were empowered to perform previously manual tasks; booking their annual leave, managing their personal data and completing performance review records. For the management team the new system incrementally supplies reporting and insights to enable them to take an informed decision about their people strategy.

Just Global HR also took control of the HR administration for example, managing the new joiner process, terms and conditions of employment documentation, probationary periods, salary reviews and contract changes. The breadth of support extended further to include Consultancy services.

Projects included:

- The successful recruitment and onboarding of 2 new employees;
- The Implementation of a new Performance Review Process to ensure that the team know what is expected of them and that the right help is provided to assist them to achieve their goals;
- The development of appropriate position descriptions to understand what roles will be required in the future to grow the business and ensure the right talent is identified with the right skills and knowledge;
- Coaching for the Management team, acting as a sounding board to help them to develop the knowledge, processes, behaviours and techniques they need for managing the change and complex people issues moving forward.

## Strategy, infrastructure and guidance to grow

In 2021 Nightingales Wealth Management was IThe Nightingales Wealth Management Director Sam Farmer says, "Just Global HR are critical partners for the delivery of our People Strategy. We have established solid foundations for managing our people, our processes are simpler and more efficient, and I have the peace of mind that our policies are legally compliant.

Jayne has integrated into our business seamlessly. She has proven her expertise in operational HR, performance management, employee relations, coaching and managing change, ensuring we always have the support we need - delivered with a pragmatic and commercial approach. Personally, she is approachable, easy to work with, has great communications skills and is fantastic at handling difficult characters with complex personalities. With her help, we can now focus on what we do best, growing the business."



## About Nightingales Wealth Management

Nightingales Wealth Management are financial advisers for London and the Thames Valley area. They put you and your financial future at the heart of everything they do, taking the time to understand specific requirements, guiding you through the important milestones in your life.

Their services include Independent Financial Advice, Protection Insurance, Mortgages, Investments, savings and pensions.



  
**NIGHTINGALES**  
WEALTH MANAGEMENT

**just**  
GLOBAL HR



**W:** [www.justglobalhr.com](http://www.justglobalhr.com) **E:** [hello@justglobalhr.com](mailto:hello@justglobalhr.com) **T:** 01628 361810