HR Solutions for Retail Businesses

Strategic, practical and compliant HR solutions for retail businesses of all sizes — covering recruitment, onboarding, compliance, employee relations, performance, payroll administration, workforce planning, reward, wellbeing and policy — letting owners focus on growth while London Retail Services manages their people.

VERSION	ISSUED	PREPARED BY
1.0	18 June 2026	London Retail Services Ltd

1. Overview

We provide strategic, practical, and compliant Human Resources solutions tailored specifically for retail businesses. We understand the fast-paced nature of retail and help employers build productive, engaged, and legally compliant workforces that drive business success.

Our HR services are designed to support businesses of all sizes—from independent retailers to multi-site operations—allowing business owners and managers to focus on growing their business while we manage their people.

2. Recruitment & Talent Acquisition

Finding the right people is essential to retail success. We manage the entire recruitment process, helping businesses attract, assess, and hire employees who align with their culture and operational needs.

How we deliver:

- **Workforce planning**
- **Job description development**
- **Vacancy advertising**
- **Candidate screening**
- **Interview support**
- **Reference and right-to-work checks**
- **Offer management**
- **Onboarding coordination**

3. Employee Onboarding

A structured onboarding process helps new employees become productive quickly while creating a positive first impression.

How we deliver:

- **Employment contracts**
- **Employee handbooks**
- **New starter documentation**
- **Induction programmes**
- **Policy briefings**
- **Probation management**
- **HR system setup**

4. HR Compliance

Retail employers must comply with constantly evolving employment legislation. We ensure your business remains legally compliant while reducing employment risks.

How we deliver:

- **Employment law guidance**
- **HR audits**
- **Policy creation and review**
- **GDPR compliance support**
- **Working Time Regulations advice**
- **National Minimum Wage compliance**
- **Right-to-work compliance**
- **Equality and diversity compliance**

5. Employee Relations

Healthy workplace relationships improve morale, productivity, and staff retention. We provide expert support when employee issues arise.

How we deliver:

- **Grievance management**
- **Disciplinary procedures**
- **Performance management**
- **Absence management**
- **Conflict resolution**
- **Mediation**
- **Investigation support**
- **Exit management**

6. Performance Management

We help businesses create high-performing retail teams through structured performance management processes.

How we deliver:

- **Performance review systems**
- **KPI development**
- **Objective setting**
- **Coaching managers**
- **Improvement plans**
- **Recognition programmes**
- **Career development planning**

7. Payroll & HR Administration Support

Accurate HR administration ensures employees are paid correctly and records remain compliant.

How we deliver:

- **Employee record management**
- **Leave management**
- **Attendance monitoring**
- **Payroll coordination**
- **Contract amendments**
- **HR documentation**
- **Digital HR systems support**

8. Workforce Planning

Retail staffing requirements fluctuate throughout the year. We help businesses maintain optimal staffing levels.

How we deliver:

- **Staffing analysis**
- **Seasonal workforce planning**
- **Succession planning**
- **Skills gap analysis**
- **Organisational design**
- **Labour cost optimisation**

9. Compensation & Benefits

Competitive reward packages help attract and retain talented employees.

How we deliver:

- **Salary benchmarking**
- **Pay structure design**
- **Incentive schemes**
- **Bonus programmes**
- **Benefits administration**

- **Reward strategy development**

10. Health, Safety & Wellbeing Support

A safe workplace protects employees and supports business continuity.

How we deliver:

- **Health and wellbeing initiatives**
- **Absence management**
- **Return-to-work support**
- **Workplace wellbeing programmes**
- **Occupational health referrals**
- **Mental health awareness guidance**

11. HR Policies & Documentation

Clear policies provide consistency and protect both employers and employees.

How we deliver:

- **Employee handbooks**
- **HR policy development**
- **Contract templates**
- **Disciplinary procedures**
- **Grievance procedures**
- **Family leave policies**
- **Flexible working policies**

12. Retail HR Consultancy

Every retail business faces unique workforce challenges. Our consultants provide practical, commercial advice tailored to your business objectives.

How we deliver:

- **Strategic HR planning**
- **Business growth support**
- **Change management**
- **Restructuring advice**
- **Redundancy consultation**
- **HR project management**
- **Senior management coaching**
- **Ongoing HR partnership**

13. Why choose London Retail Services?

We don't believe in one-size-fits-all HR. We become an extension of your business, delivering professional, commercially focused HR support that helps you:

- **Recruit and retain exceptional retail talent.**
- **Improve employee engagement and productivity.**
- **Reduce employment risks.**
- **Ensure legal compliance.**
- **Develop confident managers.**
- **Create positive workplace cultures.**
- **Streamline HR processes.**
- **Focus on growing your business while we take care of your people.**

Whether you require ongoing retained HR support or assistance with a specific people challenge, we provide practical, responsive, and results-driven solutions that enable your retail business to thrive.

Our promise: We combine expert HR knowledge with a deep understanding of the retail sector, delivering tailored people solutions that enhance customer service, strengthen teams, and support sustainable business growth