

# Case Study

## Mercury3 Consult

Mercury3 Consult deliver expert programme and project management solutions to a range of organisations, currently focused in the rail sector. Established by three friends in November 2017, Mercury3 Consult has been growing ever since and with the growth comes new responsibilities for the expanding team of employees.



(Pictured, directors – Alan Beattie, Ian Watson, Trevor Marshall)

We spoke to Mercury3 Consult's Business Operations Manager, Clare Perry, about her personal development undertaken to manage growing business demands from a HR perspective and how the Higher Performing Workplaces project supported her with funding and advice.

Clare joined the business when the Business Operations team was still small and became the Business Operations Manager. Mercury3 Consult was still a young company at the time so Clare took on a range of roles and has been the 'go to' person for many members of staff. Due to its size, Mercury3 Consult doesn't have a dedicated HR person and Clare has been supporting the business with HR and people-related matters.

Keen to develop Clare's talents, Director Trevor Marshall recommended the Higher Performing Workplaces project to her. Trevor had previously received funding and support for leadership coaching through this project. As Mercury3 Consult is still growing and planning to expand into new areas (including a new office in Middlesbrough), the business was in need of someone to take responsibility for HR policies and practice.

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**“I contacted the team at WYCC and asked if they could recommend anything for what I needed, they went through a Skills Plan with me and took all the details of what I was looking for. The process was quick and easy and people were back in touch straight away, then Brook Corporate Developments were really quick to set up the training I needed.”** Clare Perry, Business Operations Manager

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Dom Brook, Director at training provider - Brook Corporate Developments, enjoyed supporting Clare on her journey. Dom – “Brook and Mercury3 Consult collaborated well as we're both consultancy businesses, working together to deliver a solution. It was great to speak to Clare and discuss a bespoke programme that was based around Clare and Mercury3 Consult's needs.”

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**For more information:**

enquiries@brookconsult.co.uk or call: (01226) 240 435

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Brook Corporate Developments were able to support Clare with one to one mentoring and support around HR policies. They also ran a group workshop to Clare and a few other Mercury3 Consult staff on appraisals, reviews, statutory entitlements, onboarding, induction, line management and preparation. These interventions were bespoke to Mercury3 Consult but closely related to the HR for Non HR Managers course, which is available through the Higher Performing Workplaces project.

Clare – “The training has helped me to be able to deal with queries around sickness and maternity etc. So I feel better prepared to answer these and now I know the answers rather than having to look into it each time. I’m more ‘on the ball’ rather than just reactionary. This is really helpful as we have a mixture of employees, associates and temporary contracts so there’s a lot to manage and know about!

“The training has been tailored to my role and Kat the facilitator from Brook Corporate Developments has been amazing at making sure we covered exactly the kind of things I needed. Other staff members were able to join for the bits they needed, so it’s been really flexible.”

Clare was able to secure 40% funding towards the cost of the training and mentoring through the Higher Performing Workplaces project.



(Pictured, Clare Perry)

Clare – “The funding helped in the decision about having the training. Any money we can save adds to the profit of the business, helps us to grow, employ more people and provide more opportunities.”

Mercury3 Consult continues to grow and branch out into new areas and Clare now feels more confident in being able to support any changes that may arise from this.

**“The training has given me the confidence and ability to guide our directors on what’s needed in the business from a HR perspective. It’s been great to have the support from Brook Corporate Developments and WYCC to get to this point.”** Clare Perry

*Higher Performing Workplaces is funded by the European Social Fund (ESF) and managed by the West Yorkshire Consortium of Colleges. Eligible businesses can receive 40% ESF funding towards the cost of any HPW training. Eligible businesses must be based in one of the following districts: Bradford, Calderdale, Craven, Harrogate, Kirklees, Leeds, Selby, Wakefield or York.*



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