



Services for  
ambitious  
businesses

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# Services for ambitious businesses

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“Rachel Hannan and Mark Roberts have been excellent in supporting our growth plans at Market Infra Consulting, providing training and business planning advice”

**Tom Hudson**  
Market Infra Consulting

At BHP Consulting we know from having led businesses, and from talking to other SME leaders, that the key challenges for Yorkshire based companies are multiple and sometimes complex. Managing uncertainty, mobilising dispersed teams, talent attraction and retention, digital transformation, cash flow, growth plans and funding, exit management, succession planning, profitable sales growth, supply chain management and optimising your business structure to name just a few. That's a plateful, however good a business leader or manager you are!

We're a team of friendly, pragmatic and experienced leaders, who can work with you as mentors, advisors, or support your management team with our range of business services — and we understand the challenges faced by SMEs.

We're good listeners, and understand that every business is unique. Our services are specifically designed to develop internal knowledge and expertise, alongside identifying and helping you implement the right solutions for your company. So, as you move forward, your people grow in confidence too.

You're in good hands - all our team have successfully run, grown and scaled businesses, and built high performing teams. We bring first-hand practical experience and can share what's worked and what hasn't, in an honest, straightforward way, providing market-leading expertise at an accessible price point.

# 1 to 1 business mentoring

Whether you're an experienced MD, or someone stepping up into a senior management role for the first time, the BHP Consulting team understands that every now and then it's great to have a sounding board. Someone who has been where you are and can help you focus and re-energise, be ready to take the next step, help you drive growth, tackle challenges or pioneer new approaches.

Our 1 to 1 business mentoring service provides exactly this. Our team have all run and grown successful companies, and our mission is to energise SMEs - the backbone of the northern economy, and help them get to the next level. There is great value in having an objective, independent perspective to draw upon, to test out thinking and ideas. We offer the opportunity for senior

business managers to tap into a wealth of knowledge and experience to support them in navigating the challenges and opportunities that lie ahead.

This bespoke 1 to 1 mentoring can focus on specific shorter term priorities or projects, or provide support through the growth journey, acting as the trusted advisor you can call upon longer term.

Whether you want a sounding board, or to tap into broader expertise or experience, or want the opportunity to take time out to work 'on the business' and not just 'in it', our 1 to 1 mentoring enables you to access someone who can listen, advise and share relevant, credible experience and ideas to help you and your business get to the next level.

**As well as 1 to 1 mentoring we can also run strategy sessions for you and your management team. Whether you want to refresh your vision, identify or refocus your priorities, or ensure alignment, we can plan and facilitate group sessions to help you meet your goals.**

**You set the agenda**, about what you want to focus on that will be most valuable for you and your business, but topics our mentoring commonly covers include:

- Developing your leadership skills
- Navigating and leading through change
- Maximising opportunities and development for women leaders
- Business strategy and growth planning
- Business transformation
- Accessing growth funding
- Building confidence and resilience, and maximising potential
- How to develop your management team (and your individual managers)
- Innovation and continuous improvement
- Leveraging the power of digital marketing
- Maximising your sales — effective planning and successful delivery of sales strategies
- Finding new markets and diversification

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“Mark has been my Business Mentor for a number of years. His thoughtful, practical and valuable insights have helped me to build and develop both the business and a management team. When I have needed some external objective perspective, his counsel has always been helpful.”

**Emma Tillotson,**  
Managing Director - Emmark Ltd

## What we offer

- An initial consultation to help you scope out your objectives for the sessions and the areas you want to focus on, as well as assess 'fit' and make sure the chemistry is right between you and the mentor.
- One off or regular 1 to 1 mentoring sessions, either at your office, ours, or other location.
- Sessions can be done in person or virtually to suit you, but we'd suggest the initial meeting is face to face to aid rapport and relationship building.

## Costs

- A fixed fee of £750 + VAT per mentoring session that covers the 2 hour session itself and any preparation and follow up your mentor needs to do in terms of reading and familiarising themselves with your company and context, plus the thinking time needed about how best to apply their knowledge and experience to your context and requirements.
- If multiple sessions are required discounted rates may be available if booked as a block.



# Building a successful management team

Multiplying the 'power of you' is a crucial stage in any company's development. A fundamental requirement for any business with growth ambitions beyond a certain size, is to have a truly effective management team. If you want to scale, you can't do it alone. You will need your senior managers to grow with the business; be resilient, be able to drive change, and to play a key role in supporting your company's ambitions. As well as being able to identify and develop managers at all levels of the business.

We help companies to successfully achieve all these goals, and we believe time invested in assessing your team's strengths, and any gaps you have, will pay dividends in

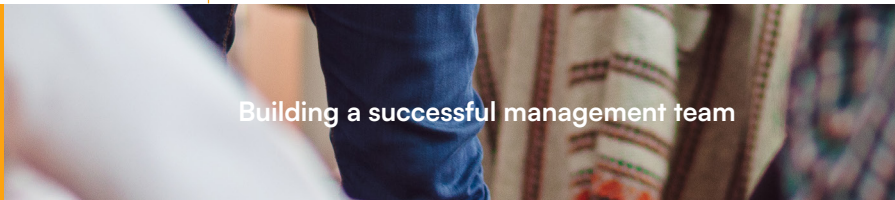
the longer term. We focus on the skills and mindset required not just for where the business is now, but also where it wants to be in the future.

We support you to develop a team structure that focuses on having the right people in the right roles, focused on the right things, and who share a passion for growth. And we can also work with you to identify those in your team who can deal with increased scale and complexity, those that can't, and those who have potential.



"Working with Rachel was a great way of taking the team on a journey, and focusing attention on key business priorities at a time of very rapid growth."

**Anna Sutton**  
Co-Founder & CEO - The Data Shed



Building a successful management team

## What we offer

- Individual management assessment and development
- Development of management team structure
- Facilitation to support management team effectiveness and cohesion
- Follow on 1 to 1 mentoring and / or coaching if required
- Sessions can be run at your location, one of our offices or at another location to suit you

## Costs

- Dependent on the level and type of support required, indicative costs are £1750 + VAT for a full day in person session (for up to 7 people) or £975 + VAT for a half day.
- This includes all the time needed for reading and thinking time to familiarise ourselves with your company and context, and use our experience to design the session to achieve your required objectives and outcomes. If multiple sessions are required discounted rates may be available if booked as a block.
- If any 1 to 1 follow on coaching or mentoring is required there is a fixed fee of £600 + VAT for a 1.5 hour in person session. If the session is done virtually the cost is £500 + VAT.

Four times a year we also run our Business Leadership Academy, and offer bespoke in-house leadership and development programmes. For more details on these please refer to our Business Leadership Academy brochure.



"The Leadership Academy covered really useful ideas and skills, especially in terms of effective management techniques some of which I've already started to implement. The way Rachel covered suggested approaches to situations that were very relevant for our business was also invaluable."

**Steve Harper**  
Head of Engineering, Padley & Venables





# Succession planning

We regularly work with companies to help them plan for and manage the succession process. Our practical approach has helped many businesses navigate a smooth and effective transition to the next stage of the journey.

We work with you to build the succession plan. Whilst every business is unique, there are key areas that require careful thought and management.

We focus on these and help you;

- Define where you are now
- Where you want to be
- And over what time period

And we help you build the “bridge” between the two and create an implementation plan and practical steps for both the individuals and the business.

We are also skilled at working with family businesses to help you successfully manage this additional dimension.



## What we offer

- Development of succession plans
- Identification of future talent and support to develop this
- Implementation support and 1 to 1 mentoring
- Facilitation of knowledge transfer via workshops and practical advice

## Costs

- Dependent on the level and type of support required, indicative costs are £1750 + VAT for a full day in person session or £975 + VAT for a half day.
- This includes all the time needed for reading and thinking time to familiarise ourselves with your company and context, and use our experience to design the session to achieve your required objectives and outcomes. If multiple sessions are required discounted rates may be available if booked as a block.
- For follow on mentoring there is a fixed fee of £600 + VAT for a 1.5 hour in person mentoring or coaching session for individuals. If these sessions are done virtually the cost is £500 + VAT.

**As you grow and evolve as a company, one fairly common challenge is how to successfully manage succession within a business.**



# Empowering your management team

**Transitioning from being a 'hands on' entrepreneur / owner manager** - to creating and leading a management team is a unique challenge for any business owner. We help entrepreneurs to successfully navigate this journey, and know from our own experience it's not always easy.

This transition is very personal, and so we initially look to understand your leadership style and how this can impact on the transition. We cover areas such as how much time is spent with the team, the communication style that is used and an understanding of how decisions are made.

Once understood, we work with you to evolve your approach and establish a leadership style that focuses on behaviour that will:

- Inspire and empower others
- Provide clarity around what needs to be done and why
- Encourage clear and open communication
- Engender accountability & ownership for delivering successful growth.

With the leadership style in place we build a plan to transition the responsibilities that will change from the entrepreneur to the management team. Covering areas such as decision making parameters, meetings and reporting.



Empowering your management team

## What we offer

- Development of the transition plan and implementation support
- 1 to 1 mentoring and / or coaching support to implement the plan
- Facilitation of progress reviews

## Costs

- Dependent on the level and type of support required, indicative costs are £1750 + VAT for a full day in person session, or £975 + VAT for a half day.
- This includes all preparation time and if multiple sessions are required discounted rates may be available if booked as a block.
- For follow on mentoring there is a fixed fee of £600 + VAT for a 1.5 hour in person mentoring or coaching session for individuals. If these sessions are done virtually the cost is £500 + VAT.

**“Helen helped us to foster greater collaboration and openness to change across the business at a critical time.”**

**Graham Hill**  
Director of Operations and Finance  
Norton Finance

# Using technology to grow your business

Whether you want to accelerate your company's growth, or just make it more profitable, new technology provides a range of options to achieve this quickly and cost effectively. For example:

- E-commerce solutions can help you enter new markets and access new customers quickly and at low cost
- CRM systems can help you increase revenue from existing customers and reduce the cost of managing them
- ERP and supply chain systems can reduce business risk and improve the efficiency of your operations

But choosing new technology can be tricky, and these days there is so much choice it's hard to know where to start. And once you have finally arrived at your decision, can you be sure you will get the new sales or cost savings that you were expecting? Or will it end up as a well-intentioned decision that failed to deliver the promised benefits?

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“Steve is a results-focused manager with an impressive track record of driving revenue growth and profitability. He is skilled in effective management of business relationships and also in development and achievement of strategic objectives.”

**Jonathan Betts**  
Digital Solutions for Life Sciences

We've developed a framework to help our clients work through an end-to-end process from business requirements modelling to supplier selection and implementation. Our 5-step process ensures you do the groundwork to set yourself up for success;

1. Business requirements capture
2. Supplier identification
3. Procurement and supplier selection
4. Implementation
5. Post go-live planning

## What we offer

- Identification of opportunities where technology can make an impact
- Hands-on support from system identification to go-live and beyond
- Support setting up a tender and procurement process
- 1 to 1 mentoring

## Costs

- Dependent on the level and type of support required, indicative costs are £1,400 + VAT for a full day in person session or £750 + VAT for a half day.
- This includes all preparation time and if multiple sessions are required discounted rates may be available if booked as a block. Or once the project has been scoped a full project 'fixed fee' can be quoted.
- For follow on mentoring there is a fixed fee of £600 + VAT for a 1.5 hour in person mentoring or coaching session for individuals. If these sessions are done virtually the cost is £500 + VAT.





# Overcoming supply chain challenges

Successful business growth is underpinned by offering outstanding customer-service, and in most businesses supply chain and logistics play a significant part in delivering a consistently positive outcome.

We can help, and the starting point for most projects involves understanding your processes and mapping simple actions and controls to ensure they are measurable, repeatable and scalable.

We can support you by reviewing and improving supply chain decision making and functions to increase efficiency, reduce costs and increase data accuracy. Our specialist support team follow a structured process to identify the key drivers for success and work with you to develop a sustainable solution.

Our services include a review of the total logistics model, including process improvement, warehouse layout, automation and warehouse management systems implementation or optimisation, and we can assist in the creation of a value stream map including:

- Identifying cost build up as Total Cost of Ownership (TCO)
- Mapping and managing this against strategic and process objectives
- Analysing and developing processes such as the Sales, Inventory & Operations Planning Process (SIOP)



Overcoming supply chain challenges

## What we offer

- Review — we work with you to identify current improvement opportunities and help you develop a realistic improvement plan
- Providing implementation assistance working with Directors down to operating teams
- Multi-level team mentoring and support

## Costs

- Dependent on the level and type of support required, indicative costs are £1,250 + VAT for a full day and £650 + VAT for a half day.
- If multiple days are required discounted rates may be available if booked as a block, or once the project has been scoped a full project 'fixed fee' can be quoted.
- For follow on mentoring there is a fixed fee of £600 + VAT for a 1.5 hour in person mentoring or coaching session for individuals. If these sessions are done virtually the cost is £500 + VAT.

“Paul has been instrumental in developing the skills of key members of our team and giving them the confidence to accept and embrace change, he soon identified our areas of weakness and implemented a plan to improve them.”



# Achieving operational excellence via sustainable productivity improvement

Developing a tailored operational model capable of meeting customer requirements is a critical success factor for any business. We work with you to achieve sustainable results supporting and enhancing customer activity, across logistics, manufacturing, supply chain management and warehouse performance.

We start with understanding your customer and market requirements, and review where you are currently in relation to these. We gather

your actual performance data and metrics to establish your current position, before moving forward to identify transitional needs and create a clear step by step plan that enables you to get to where you want to be. Finally, if required, we can work alongside you to implement it.

## What we offer

- Review — we work with you to identify current improvement opportunities along with a realistic improvement plan proposal
- Implementation assistance
- Team mentoring and support

## Costs

- Dependent on the level and type of support required, indicative costs are £1,250 + VAT for a full day and £650 + VAT for a half day.
- If multiple days are required discounted rates may be available if booked as a block, or once the project has been scoped a full project ‘fixed fee’ can be quoted.
- For follow on mentoring there is a fixed fee of £600 + VAT for a 1.5 hour in person mentoring or coaching session for individuals. If these sessions are done virtually the cost is £500 + VAT.”

## Areas we can work with you on include;

- Developing a formal sales, inventory & operations planning process (SIOP)
- Managing the supply chain
- Developing Lean production systems and engaging everyone in continuous improvement
- Procurement and supplier development
- Manufacturing management and process

# Meet the team



## Mark Roberts

An experienced Board Advisor providing clients with valuable strategic insight across a multitude of areas including strategic / corporate planning and delivery; succession management; the delivery of profitable growth; the development of management teams and the creation of additional, measurable shareholder value.

During his corporate career his experience included managing a UK business division of a large multi-national company; Managing Director of a family owned multi-site distribution business and running a private equity backed business.



## Rachel Hannan

Has successfully founded, grown & exited her own £multi-million businesses, before becoming an Angel Investor, Board Advisor, Chair and Non-Executive Director for a range of companies, charities and a University. She is passionate about supporting businesses & individuals to grow.

She works with a range of BHP clients around strategy and growth and has a particular specialism in leadership, developing effective management teams and employee engagement. She also runs BHP's Business Leadership programmes.



## Helen Oldham

As MD of The Yorkshire Post, The Scotsman and national newspaper the i, Helen achieved industry leading performances and led high profile turnarounds. On the Johnston Press Management Board she led Group Marketing.

Now a Founding Board Director of NorthInvest, NED for the UK Business Angels Association and Chair for Smart Works Leeds, Helen has a track record of creating innovation led change, and building high performing teams.



## Paul Blackman

A highly experienced business leader in the UK and Europe. He has been at the head of organisations consisting of various nationalities and operational types. This has given him the 'real life' experience and understanding of how to get to the core of an issue and solve it effectively, whilst also uniting the management team in the process.

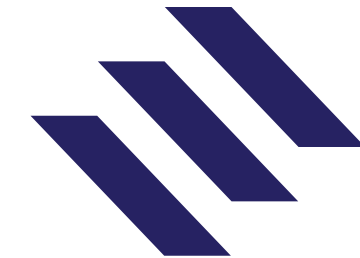
As a consultant he has a hands-on style and his wealth of experience means he works within many sectors, but specialises in Manufacturing, Retail improvement, Logistics and Service Operations.



## Steve Kerridge

Has a strong track record of building value in technology based businesses. He has been CEO of two software companies, growing the second of these from an early stage venture with a team of 6 into a successful and profitable business with 60 staff.

Steve's expertise covers many of the areas important to SME's seeking to grow, and includes strategy planning and execution, new market expansion and channel development, IT deployment, procurement, fundraising, due diligence and exit planning.



## Get in touch

**Mark** [mark.roberts@bhp.co.uk](mailto:mark.roberts@bhp.co.uk)  
**Rachel** [rachel.hannan@bhp.co.uk](mailto:rachel.hannan@bhp.co.uk)





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