



**“MHR IS AN IMPORTANT PART OF OUR BUSINESS. WE WANT TO DO THINGS RIGHT.”**

**SHEILA KINGHORN, HR MANAGER AT HIBERNIAN FOOTBALL CLUB**



**CUSTOMER**  
Hibernian Football Club



**SECTOR**  
Sport Industry



**NUMBER OF EMPLOYEES**  
220



**PRODUCTS SUPPLIED**  
People First HR and Payroll

## ABOUT HIBERNIAN FOOTBALL CLUB

Formed in 1875, Hibernian Football Club is based in Leith and plays in the top tier of the Scottish Professional Football League. They were the first British Club to participate in the European Cup in 1955 and have continued growing with Scotland's sporting landscape.

## BRINGING HR AND PAYROLL TOGETHER

The Club had tried other HR systems, but they often felt disconnected. After a recommendation from another Club, Sheila Kinghorn, Head of HR, and Lauren Dunn, HR and Training Associate, chose to take a chance on MHR's People First.

Football clubs tend to have quite complex HR and payroll needs. With a combination of permanent and casual workers and a team that often works in various locations, flexibility and accessibility were vital. This made People First a natural fit.

**"It's a fantastic system with easy access for us and our employees," noted Sheila. "From our point of**

**view, making changes to someone's employment terms is such a smooth process. Rather than sending paperwork via a third party, we can ask employees to sign via People First, and it's all kept in one place. It also allows employees to update their details instantly."**

Before, Hibernian's recruitment process was extremely labour intensive, with Lauren having to use a spreadsheet to collect candidate information before sending it to the recruiting manager to narrow the applicants down. With some roles attracting over 100 candidates, this was incredibly time-consuming. Since moving to People First, this

now takes her a fraction of the time and brings a more professional aspect to the process. Plus, the interview process is much smoother, eliminating the constant back and forth of emails.

In addition, Hibernian FC had been outsourcing their payroll but decided to bring things back in-house. Sheila realised that it made the most sense to integrate their payroll into their existing

HR platform. This interconnectivity makes many processes much smoother, while the real-time payroll engine will ensure accuracy.

**"We are now giving our Heads of Department more responsibility regarding the input of their casual staff's hours. This previously would have been completed by Lauren or me," added Sheila.**

## BUILDING A WORKING RELATIONSHIP

**"I have zero hesitation in recommending People First."- Sheila Kinghorn.**

**"It's impressive that MHR are always listening to their clients," noted Lauren. "Being able to suggest an alternation to a process or feature within People First and to have it considered by the design team is a rarity. You would usually face numerous barriers or a straight 'no' when looking to improve software to benefit the business. The ideas page is a font of inspiration and like-minded people – an idea may be suggested for one business but could be advantageous to many without even realising it."**

**"People First is user friendly, and the whole process of building both the HR and Payroll sides has been a joint venture between us and the MHR team."**

When searching for a new system, the Club found that other systems lacked the capability and flexibility it needed. MHR took a more conversational approach,

using Sheila and Lauren's feedback and guidance to shape the platform's future development. With an employee-focused approach, People First is a complete package.

**"We both want the best for our businesses, so working together to ensure the best implementation and partnership could facilitate ideas that may be used to enhance existing customers' experiences and welcome future clients," said Sheila.**

**"At the beginning of the project, I was quite intimidated. However, we were assigned an excellent team that guided us through each stage of the process. Gareth Wiseman and Simon Bailey, our consultants, made the building and implementing the systems as smooth as possible. The odd Dad joke and football chat brought a bunch of laughs to what could be considered a tedious exercise. We can't thank them enough." said Lauren.**

## KEY BENEFITS

- ¾ less time spent on screening applicants
- More cohesive recruitment and onboarding process to get new hires up to speed much faster
- Organisational chart helps new hires figure out who is who in the business with ease
- Improved accessibility and reduction of paperwork for the HR team as team leaders can take ownership of more day-to-day tasks



**“ I THINK WE SEE IT VERY MUCH AS WE'RE ALL WORKING TOGETHER GOING FORWARD, WE VERY MUCH SEE THIS AS A TRUE PARTNERSHIP. ”**

**SHEILA, HR MANAGER AT HIBERNIAN FOOTBALL CLUB**