



**keypoint**

Human capital  
solutions



Keypoint is one of the GCC's most comprehensive providers of business advisory services. Our services - including accounting solutions, corporate advisory services, investment administration & share registry services, trust services, IT consulting, tax services, human capital solutions, management consulting and financial regulatory compliance advisory - are valued by a wide range of clients, from large multinationals and financial services institutions to family-managed conglomerates and small and medium-sized enterprises.



# Human capital solutions

Our vision is to lead the market through reputation and results. Our consultants are vertical market specialists who manage our clients' recruitment and other human capital needs from start to finish. We understand business and are committed to providing unparalleled quality and services.

We are determined to provide a quality of service second to none; we deal with people by giving them the respect they deserve, and we act as ambassadors at all times on our clients' behalf. We offer clients a fresh, confidential, ethical and passionate approach to what is a highly complex, at times stressful, and critically important people-management role.

## Our services

Our dedicated and experienced consultants offer unsurpassed expertise in people-focused services. We provide a wide range of tailored solutions for people-management tasks, including executive search, performance management and training needs analysis.

### Executive recruitment

We are a leading executive recruitment and selection provider, offering a wide range of recruitment solutions across the Middle East. To ensure timely and successful executive recruitment, we utilise our in-depth market knowledge to identify suitable candidates. Having placed numerous candidates since inception, we know the Middle East market and - more importantly - we know people.

Our basic philosophy is a belief in people. Working according to this philosophy, we always strive to connect the right calibre of person with the right job.

We coordinate closely with our clients throughout the executive search process, and survey client satisfaction to evaluate our performance and results.

### Pre-employment background & reference checks

We conduct legally obtainable pre-employment background checks for new employees, including:

- Credit – financial
- Education verification
- Employment verification
- Professional reputation

### Employment contracts

We review and develop employment contracts and offer letters based on Bahrain's labour law and customary practices for executive positions.

## Psychometric assessments

Our psychometric tests help underpin career and succession plans, training and development, and selection and placement.

## Job analysis, job evaluation & job descriptions

We prepare job descriptions and job specifications for all positions by understanding roles, responsibilities and competencies. This includes evaluating jobs' relative worth and properly classifying job positions.

In today's increasingly competitive business environment, it is important to understand customers' satisfaction, expectations and impressions - as well as the other important factors that determine a company's success. We help measure customer satisfaction, how successfully an organisation is in meeting expectations and identify improvement areas.

## Performance management review systems

A Performance management review systems (PMRS) is a two-way structured communication framework which helps assess and improve employee performance. Heads of functions and managers provide regular feedback to employees and identify training and development needs and areas for improvement. Employees know what is expected from them.

## Training needs analysis

We help clients identify their training needs and skills gaps in existing employees to boost optimal performance.

We assess employees' individual training needs based on personal profiles, job requirements, performance appraisals and business objectives to develop a dynamic training and development strategy.

## Skills gap analysis

We analyse skill gaps to identify employees who may not match regulators' requirements by analysing educational and professional qualifications, competencies and experience, as well as local leading practice.

## Employee & customer satisfaction surveys

We can develop, implement, and maintain employee recognition and suggestion programmes through employee satisfaction surveys as tools used to assess employees' expectations and satisfaction levels and to better understand their attitudes, opinions, motivations and perceptions. This can be key because employees tend to act on the basis of their perceptions.

We develop employee satisfaction surveys and suggest follow up actions which significantly impact employee morale and performance, helping to maintain a loyal workforce, improve performance and increase employee retention.

This helps clients to develop appropriate development programmes for their employees, empowering them to acquire or enhance capabilities to perform their current roles effectively and efficiently and potentially increasing an organisation's overall productivity.



# We offer a complete service to our clients

## Succession planning

We develop succession and career plans for employees based on the competencies required for selected positions, identifying employees with potential and highlighting the skills they need to develop for future responsibilities.

## Compensation benchmarks

Employers want to ensure their executive remuneration packages are competitive to avoid the risk of losing their top performers to rival organisations.

Salary benchmarking can help companies to overcome this risk. We benchmark compensation for similar jobs across sectors in similar businesses.

## Human resources policies & procedures manuals & staff handbooks

We document policies and procedures to effectively and efficiently manage the human resource function.

We develop staff handbooks based on clients' human resources manuals, highlighting the HR policies and procedures that determine the terms and conditions of employment.

These handbooks serve as a "ready reckoner" for managers and staff, providing clear guidelines on personnel matters.



## Our people

The key source of our strength is our people. Our team is committed to quality client service, providing timely and accurate responses and solutions to any given scenario.

Senior members of our human capital solutions team include:



Arpita Mhatre

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Arpita has led Keypoint's human capital function since July 2007. She graduated in Business and Economics from the University of Bombay and holds an MBA in Human Resource Management from the same university. Arpita is a member of the UK's Chartered Institute of Professional Development (CIPD) and the Bahrain Society of Training & Development (BSTD).

She is a qualified psychometric testing assessor (Saville & Holdsworth (UK)) and a Hay-qualified trainer for job evaluations and emotional intelligence. Arpita also has deep experience in a range of other soft skills.

For over 26 years, Arpita has worked with leading financial institutions and professional services firms in the Kingdom of Bahrain and India.



Your success is our business





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