



Everyday Payroll & HR Support | The Organised Employer™ Series

The Organised Employer™

# Outsource or Hire?

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## A Short Decision Guide for Irish SMEs

A practical way to compare an in-house role, outsourced support or a combination of both.

### Quick direction

Choose the option that fits the work. Do not begin with the assumption that outsourcing or hiring is automatically better.

This guide is part of The Organised Employer™ Series by Everyday Payroll & HR Support.

Use it to look at the actual tasks, how often they arise and the level of availability your business genuinely needs. Your result is a starting point, not a rule.

### 1. An in-house hire may suit when...

- You need someone available most days.
- Regular on-site contact is important.
- The role includes wider office, accounts or administration duties.
- Employees and managers need access to the person throughout the working day.
- The workload is broad and consistent enough to support an employed role.
- You want to build more administrative capacity inside the business.

### 2. Outsourced support may suit when...

- The work is defined and repeatable.
- You mainly need payroll administration or employee paperwork support.
- Support is required at agreed points rather than throughout every day.
- The work can be completed remotely using an agreed process.
- You want to begin with a clear and limited scope.
- You are not ready to create a broader employed role.



### 3. A combination may suit when...

You may already have someone handling general administration but need defined payroll or employee document work completed separately.

Outsourced support does not always replace an internal role. It can give an existing employee or manager a clearer process and reduce the number of specialist administration tasks competing for their time.

#### A practical example

An internal team member may continue handling everyday employee and office matters, while agreed payroll or document administration is completed externally.

### 4. Before you decide, write down...

- ☐ The exact tasks that need to be completed.
- ☐ How often each task arises.
- ☐ How many hours the work currently takes.
- ☐ Whether it must be completed on site.
- ☐ When support needs to be available.
- ☐ What information you will provide.
- ☐ Who will check and approve the completed work.
- ☐ What you would expect to be running more smoothly after three months.

### 5. Quick decision check

For each row, tick the statement that is closer to what your business needs. If neither is exact, choose the closest fit and add a note beside it.

| First statement                                                                                | Second statement                                                                                        |
|------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> We need someone available throughout most working days.               | <input type="checkbox"/> We need support at agreed weekly, fortnightly or monthly points.               |
| <input type="checkbox"/> The role would include several wider office or administration duties. | <input type="checkbox"/> The requirement is mainly payroll administration or employee paperwork.        |
| <input type="checkbox"/> The work requires regular on-site contact.                            | <input type="checkbox"/> Most of the work could be completed remotely through an agreed process.        |
| <input type="checkbox"/> There is enough broad, regular work for an employed role.             | <input type="checkbox"/> The workload is defined but does not require another person every day.         |
| <input type="checkbox"/> We want to create and manage an internal position.                    | <input type="checkbox"/> We want an agreed service scope that can be reviewed as the business develops. |



## 6. What do your answers suggest?

- **Mostly first statements:** An in-house hire may be the stronger fit.
- **Mostly second statements:** Outsourced support may be worth considering.
- **A divided result:** A combination of internal and outsourced support may suit the business.

The right option should reflect the actual work, availability required and level of responsibility involved. It is also reasonable to decide that no additional support is needed at this stage.

## 7. Keep responsibilities clear

Outsourcing administration does not transfer employee management or business decisions.

The employer remains responsible for:

- Providing complete and accurate information.
- Checking and approving payroll and documents.
- Communicating directly with employees.
- Making workplace and employee decisions.
- Obtaining appropriate professional advice where required.

The outsourced service completes the agreed practical administration within the confirmed scope.

## 8. Your next step

Use your answers to choose the route that fits the business now:

1. An internal employee for broader, regular support.
2. Outsourced support for defined payroll or employee document administration.
3. A combination of internal and outsourced support.
4. A one-off document service.
5. No additional support at this stage.

### A useful three-month check

Whichever route you choose, review it after three months. Is the work being completed on time? Are responsibilities clearer? Has the pressure on the owner or internal team reduced?



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## **Compare the support routes**

If ongoing outsourced support appears to fit, compare the available payroll and HR document support packages and choose the route that matches the work.

### **COMPARE THE SUPPORT PACKAGES**

## **Still unsure?**

Describe the work currently taking your time and ask for a clear recommendation. You can then decide whether outsourced support, a one-off document service or another route is the best fit.

### **ASK WHICH ROUTE MAY FIT**

#### **Everyday Payroll & HR Support**

Practical payroll administration and HR document support for Irish SMEs, with the scope and price agreed before work begins.

## **Useful official information**

[Revenue - Paying your employees' tax to Revenue](#)

[Workplace Relations Commission - Statutory employment records](#)

## **Final thought**

The best choice is not the option that sounds biggest or most permanent. It is the one that gives the work a clear home, provides the availability the business genuinely needs and leaves responsibilities understood.

This guide provides general information about practical payroll administration and HR documentation support. It is not legal, tax, pension, financial, employment law or regulated HR advice.