



# Business mentoring

t: 02891 610661 [www.employersforchildcare.org](http://www.employersforchildcare.org)

## Company Profile

### Name:

Northbrook Technology of Northern Ireland Ltd (NTNI)

### Description:

Software development for U.S. parent company - Allstate Insurance Co.

### Location:

Belfast City Centre  
Magee University Campus

### Sector:

Information Technology

### Employees:

791

### Gender Balance:

28% Female  
72% Male

## Employer-supported Childcare Personalised Working Patterns

### Background

As a full time working parent with two primary school aged children, Ms Kelly had to try to balance her child care responsibilities with a very demanding career. After school the children were being looked after in a private day nursery however they weren't arriving home in the evening until almost 7.00pm which allowed very little time for homework and dinner before bedtime.

### Solution

Mrs Kelly proposed a personal work schedule which permitted her to retain a full time career by finishing work each day at 2.30 pm which enabled her to collect the children from school and take them home. On Tuesday, Wednesday and Thursday evenings she returns to the office at 8.00 pm and works until 11.30 pm.

### Outcome

#### Benefits to Employers

There are considerable business benefits for Northbrook since the late evening hours overlap with the US work day, the new Northbrook call center is operational until 11.00 pm and Mrs Kelly is present to deal with any issues that may arise. Most significantly, Mrs Kelly has 3 evenings of uninterrupted time to dedicate to report writing and other work that cannot be done effectively during the day due to the constant stream of meetings which are typical of the HR role.

#### Benefits to Employees

The family benefits are also considerable. The children are delighted to be collected from school by their mother and have time to spend doing quality home work. For the first time they have been able to become involved in outside school interests such as music tuition, art classes, sports and have now achieved one of their main objectives in life - to get a puppy!!

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**The new working arrangement was agreed on a pilot basis but has been so successful, it has now been agreed on a permanent basis**

Rose Kelly, HR Director, Northbrook Technology

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*Breaking the Childcare Barrier*

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