



COMPANY & SERVICES BROCHURE · 2026

Build high-performing remote teams without the usual hiring complexity.

Borderless Talent Hub is a UK-based remote staffing and global workforce partner. We help growing businesses recruit remote talent, access Employer of Record (EOR) and international payroll support, and build dedicated remote teams across customer support, sales, back office, HR administration and social media.

01
RECRUIT

02
ONBOARD

03
OPERATE

04
SCALE

Remote talent acquisition | Employer of Record (EOR), payroll & compliance | Dedicated remote teams
| Virtual assistants & back-office outsourcing | Customer support & lead generation | Social media
management & content creation

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Serving clients across the
UK · Europe · North America

BORDERLESS TALENT HUB

One connected partner for global hiring and remote team support.

We help growing businesses find strong remote talent, set up the right onboarding and workforce support, and build teams that operate confidently across borders — through one coordinated model rather than four separate suppliers.

From one strategic hire to a wider remote team

Choose the starting point that fits your business today, then expand the support model as your priorities evolve.

BTH**01****Clarity**

A defined service model, transparent responsibilities and a practical route from role brief to productive team member.

02**Control**

You interview and approve every candidate. Your business keeps control of priorities, workflows and hiring decisions.

03**Scale**

Start with one role or one function, then expand into a dedicated team or broader operational support.

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A practical model for businesses that want to:

Access skilled remote professionals through structured sourcing, screening and shortlisting.

Reduce administrative friction around onboarding, payroll coordination and workforce support.

Build embedded capacity across customer service, sales, operations and marketing.

Expand into new markets without immediate local entity setup pressure.

HIRE TALENT

Stronger shortlists through structured sourcing and deliberate candidate evaluation.

For businesses that want a faster route to qualified remote candidates without building a full recruitment function internally. Suitable for one strategic hire, staff augmentation or wider global talent acquisition programmes.

What we support

- Role scoping and hiring brief development
- Targeted sourcing across active and passive candidate channels
- Screening for capability, communication quality and remote readiness
- Curated shortlists with candidate notes and hiring alignment
- Interview coordination and structured process updates
- Offer-stage coordination where required

Best for: better hiring quality and a faster route to shortlist

A clear route from brief to selection

- 01 Scope**
Role, goals, timeline and budget
- 02 Source**
Targeted talent pools, active and passive
- 03 Screen**
Capability, communication and role fit
- 04 Shortlist**
Curated candidates with written notes
- 05 Select**
Your interview, your final decision

You retain full hiring control

We support the process — sourcing, screening, coordination and structure. You interview, assess and approve every candidate, and the final decision is always yours.

 **YOURS**

Read more: borderlesstalenthub.com/remotestaffing-agency

EMPLOY & OPERATE

Reduce the friction around international hiring and workforce administration.

Employer of Record (EOR) style support for businesses hiring across borders that need a more structured route through contracts, onboarding, international payroll coordination and ongoing people operations.

One coordinated support layer

Designed to make cross-border hiring easier to manage without unnecessary operational drag – and without immediate pressure to establish a local entity.

EOR**01**

Contracts & onboarding

- Offer and contract coordination
- Documentation collection and checks
- Structured onboarding schedules

02

Payroll & admin

- International payroll coordination
- Statutory administration support
- Attendance and people-ops administration

03

Ongoing support

- Workforce documentation upkeep
- HR coordination and issue handling
- Support as the team or market expands

Why it matters

LESS FRICTION

A clearer path through contracts, payroll coordination and workforce administration, with fewer internal handoffs.

MARKET FLEXIBILITY

Support for growth into new markets without immediate entity setup pressure or local infrastructure.

OPERATIONAL CONTINUITY

Ongoing coordination after onboarding so your team remains stable, supported and productive.

Read more: [/employer-of-record-support](#) [/international-payroll-support](#)

SCALE DELIVERY

Build embedded remote capacity aligned to the way your business already works.

Dedicated professionals work inside your tools, workflows, communication rhythm and reporting structure rather than operating as a disconnected outsourced unit.

What a dedicated model looks like



Dedicated to your workflows • integrated into your operating rhythm

Built for long-term capacity

- Professionals aligned to your tools, processes and service standards
- Structured onboarding into your brand and operating model
- Scalable hiring across one role, one team or a wider buildout
- Optional support around continuity, retention and coordination
- Clear reporting lines and day-to-day ownership within your business

Not a shared pool

A team structure built around your business, not distributed across multiple clients at the same time.

How a dedicated team compares to ad hoc freelance hiring

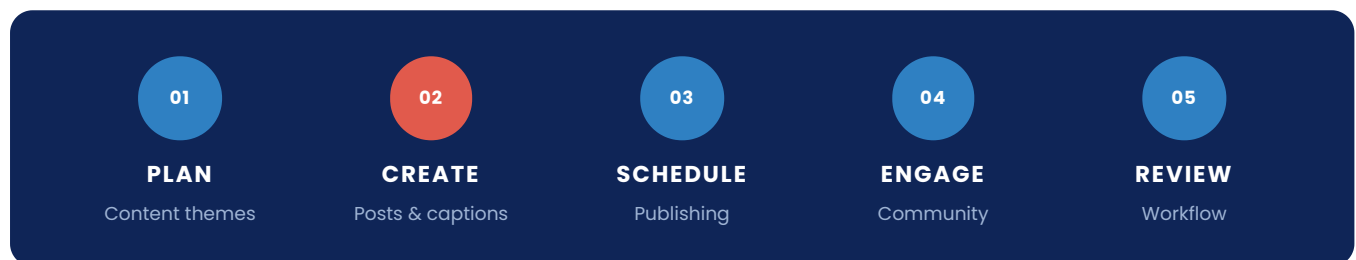
CONSIDERATION	FRAGMENTED FREELANCE HIRING	DEDICATED REMOTE TEAM WITH BTH
Continuity	Availability and retention vary contract to contract	A stable structure with support around retention and cover
Integration	Works alongside your systems, often in their own way	Onboarded into your tools, SOPs, service levels and reporting cadence
Management overhead	Sourcing, contracting and coordination sit with your team	One coordinated model, one point of contact, one commercial structure

Read more: [/dedicated-remote-team-vs-freelancer](#)

CREATE CONSISTENT VISIBILITY

Flexible creative and channel support for brands that need regular execution.

Hire a remote social media manager or content specialist through the model that suits you: ongoing part-time or full-time support, a project-based engagement, or a pay-per-post content creation arrangement.



What we can support

- Social media planning and content calendar support
- Caption writing, post creation and creative coordination
- Scheduling, publishing and channel management
- Community management and content operations
- Campaign bursts and scalable monthly delivery

Flexible delivery models



A scalable model for consistent content delivery — without hiring a full in-house creative team.

Read more: </hire-remote-social-media-manager>

FRONTLINE SUPPORT

Strengthen customer experience and sales execution with reliable remote capacity.

Outsourced customer support and pipeline capacity across customer-facing channels, lead research, qualification, outreach preparation, appointment setting and CRM coordination.

CX

Customer Support

Remote support designed around service quality, channel consistency and operational visibility.

CHANNELS

Helpdesk

Live chat

Email

Social

Customer updates

- Customer service delivery support
- Escalation handling structure
- Response and service-quality visibility
- Coverage that can scale with demand

SDR

Sales Support & Lead Generation

Additional pipeline support for prospecting, qualification, campaign execution and appointment setting.

01

Research

Target accounts and market mapping

02

Qualify

Relevant prospects against your criteria

03

Prepare

Outreach support and sequence preparation

04

Coordinate

CRM upkeep and meeting scheduling

Designed to extend your sales team — not replace its strategy.

LIVE CHAT SUPPORT

Real-time coverage for websites and apps, with defined response and escalation standards.

APPOINTMENT SETTING

Qualified meetings booked into your team's calendar with context and next steps.

CRM COORDINATION

Pipeline hygiene, data upkeep and reporting support so your team can sell rather than administrate.

Read more: [/hire-remote-customer-support](#)

[/live-chat-support-outsourcing](#)

[/lead-generation-outsourcing](#)

Flexible remote support for recurring work, coordination and internal operations.

The diagram illustrates three interconnected roles in a business support structure, each represented by a colored circle with a label and a list of responsibilities. The roles are arranged horizontally and connected by a light gray line.

- VA (Virtual Assistants)**
 - Calendar and inbox coordination
 - Research and documentation
 - Customer and team follow-ups
 - CRM and data administration
- OPS (Back-Office Operations)**
 - Routine workflow execution
 - Data processing and upkeep
 - Process and project coordination
 - Operational maintenance work
- HR (HR & Payroll Administration)**
 - Attendance and admin coordination
 - Payroll and people-ops support
 - Workforce communication
 - Retention and engagement rhythm

Transition cover

Global talent. Practical support. Built to scale.

INDUSTRY EXPERTISE

Remote staffing solutions built around how your industry actually works.

An e-commerce brand needs fast response times and seasonal flexibility. A SaaS company needs process discipline and internal coordination. A finance-oriented business prioritises documentation quality and consistency. We build the right support model for the way your sector operates.

E-COMMERCE & RETAIL

Customer support, order processing, returns, CRM admin and marketing execution through promotions and seasonal peaks.

Roles: live chat and email agents · order support · VAs · social media

SAAS, TECHNOLOGY & DIGITAL PRODUCTS

People who work inside documented systems and follow workflows closely across support, sales and internal coordination.

Roles: customer success · technical support · SDRs · QA and project coordinators

PROFESSIONAL SERVICES & AGENCIES

Organised, brand-aware support for delivery, admin, reporting and outreach without extra management friction.

Roles: executive assistants · project coordinators · CRM and outreach support

FINANCE, ACCOUNTING & INSURANCE SUPPORT

Discipline and consistency for process-heavy, detail-sensitive work built on clean documentation.

Roles: accounts support · reconciliation · broker and client services admin

HEALTHCARE ADMINISTRATION

Non-clinical administrative capacity for scheduling, records, communication and coordination.

Roles: virtual reception · inbox admin · billing and records support

TRAVEL, HOSPITALITY & SERVICE OPERATIONS

Fast, clear communication across bookings, service requests and fluctuating volumes.

Roles: reservations · after-hours customer service · travel administration

REAL ESTATE, PROPERTY & BUSINESS SERVICES

Admin support that keeps pipelines, communication and follow-up moving.

Roles: transaction and listing admin · VAs · appointment setting · CRM coordination

STARTUPS, SCALEUPS & GROWTH TEAMS

Adaptable hiring for businesses that need talent range more than rigid org charts.

Roles: operations and EA support · customer support · SDRs · content specialists

Don't see your sector? The model adapts — the starting point is a conversation about your workflows and workload.

FIND YOUR STARTING POINT

Which service model is the right fit for your business?

The right starting point depends on your hiring timeline, internal capacity, preferred level of support and how quickly you plan to scale.

IF YOUR BUSINESS NEEDS...	START WITH	WHY IT FITS
A faster route to shortlist and hire	Remote Talent Acquisition	You need sourcing, screening and shortlist support before hiring workload slows the business down.
Cross-border hiring without extra administrative burden	EOR, Payroll & Compliance	You want to hire in a new market while reducing friction around contracts, payroll coordination and local admin.
Long-term remote capacity inside your workflows	Dedicated Remote Teams	You want a stable structure that feels embedded rather than a disconnected outsourced arrangement.
Help in one operational function first	Function-Specific Support	You want to strengthen one area first — customer support, back office, sales support or marketing execution.
Flexible capacity without a permanent commitment	Project-Based Support	You need specialist or short-term delivery where flexibility matters more than long-term structure.

What you can expect from working with us

Talent that feels truly yours

Dedicated professionals aligned to your workflows, systems and standards — not shared across multiple clients.

No hidden fees or unclear terms

A clear commercial structure with defined inclusions, so budgeting, approval and planning are straightforward from the start.

You retain full hiring control

Interview, assess and approve every candidate yourself. We support the process — the final decision is always yours.

Built to grow with you

One role can become one team. One market can expand to several. The structure adapts as your priorities and headcount evolve.

FROM HIRING PLAN TO PRODUCTIVE TEAM

A practical four-step process with support continuing after the hire.

Compliance and payroll considerations are coordinated throughout, according to the service model selected.

STEP 01**Plan**

Define the role, goals, timeline, budget and support model.

STEP 02**Source**

Target, screen and shortlist candidates aligned to your requirements.

STEP 03**Onboard**

Coordinate selection, offer, contracts, documentation and setup.

STEP 04**Support**

Continue payroll, HR and account support as your team grows.

Why businesses choose Borderless Talent Hub

ONE PROCESS

A more coherent path from role scoping through onboarding and post-hire support, instead of stitching together separate suppliers.

FLEXIBLE SCALE

Suitable for one hire, a pilot function, a dedicated team or a wider buildout across several markets.

COMMERCIAL CLARITY

Defined responsibilities, support layers and service scope agreed from the start, so there are no surprises later.

INDUSTRY-AWARE HIRING

Role requirements aligned to the practical realities of your sector rather than generic staffing language.

Why the model works across sectors

CAPABILITY	WHAT IT MEANS FOR YOUR BUSINESS
Operational integration	Remote staff aligned to your tools, SOPs, service levels, communication channels and reporting cadence.
Compliance support	Reduced friction in international hiring through support for contracts, payroll and administrative coordination.
Flexible engagement	Start with one specialist, build a dedicated team, or use project-based support during change or growth.

COMMON QUESTIONS

Remote hiring, Employer of Record support and dedicated teams — answered.

The questions businesses ask most often before choosing a global hiring model.

What types of roles can you help fill?

Customer support, operations, sales support, administration, HR coordination, social media support, back-office work and a range of remote-ready specialist roles.

Are team members dedicated to our business?

For dedicated engagements, professionals are aligned to your systems, reporting lines, workflows and service expectations rather than placed in a generic pooled model.

What makes this different from using multiple freelancers?

The structure is more coordinated and easier to manage. Instead of fragmented delivery you get a clearer operating model, support rhythm and stronger continuity.

Do you help with payroll and compliance?

Yes. We support the hiring lifecycle with payroll, compliance, contracts and administrative support, depending on the structure of the engagement.

How quickly can we get started?

Timelines vary by role complexity and market conditions, but the process is designed to move faster than traditional local hiring on its own.

Can we hire internationally without setting up a local entity first?

Depending on the model, we can support international hiring through a compliance-led structure that reduces pressure to establish local infrastructure immediately.

Can we start with one role and scale later?

Yes. Businesses can begin with one strategic hire or function and expand into broader team support over time as priorities and headcount evolve.

Do remote team members work inside our systems?

Where appropriate, yes — within your existing tools, SOPs, communication channels, service expectations and reporting structure.

Can you support staff augmentation and global talent acquisition?

Yes — through flexible remote staffing services that help businesses add capacity without overbuilding internal hiring operations.

How do we know which service model fits us best?

Start with a discovery call. That lets us understand your hiring goals, timeline, team shape and preferred level of support before recommending a model.

Still deciding? A short discovery call is usually the fastest way to narrow the options — no obligation, and you leave with a clear recommendation. calendly.com/borderlesstalenthub-info

GET STARTED

Ready to build your global team?

Tell us what you need. We will help you identify the right remote hiring model, team structure and support setup — whether that starts with one specialist or a fully embedded remote function.

Book a discovery call

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SCAN TO BOOK

STEP 1

Tell us the role

Share the function, timeline and level of support you need.

STEP 2

Agree the model

We recommend a service model
and a clear commercial structure.

STEP 3

Start hiring

Shortlists, onboarding and ongoing support from one partner.

EXPLORE OUR SERVICES

Remote staffing agency · Employer of Record support · International payroll support · Dedicated remote teams · Hire a virtual assistant · Back-office outsourcing · Hire remote customer support · Live chat support outsourcing · Lead generation outsourcing · Business process outsourcing · Hire a remote social media manager · Industries · Pricing · Join us as talent