Silver Oaks
INSTITUTE

A member of the Silver Oaks Group of Companies

COMPANY PROFILE

2026



HR administration, payroll and training.

For employers in Belize: human resources administration, payroll administration and oversight, HR systems and policies, and training programmes.



01 — WHO WE ARE

Stronger people management for Belize.

Silver Oaks Institute Ltd. (SOI) is a non-profit company in the Silver Oaks Group of Companies, based in Belize. We provide HR administration, payroll, HR systems and policies, and training. Our mission is to strengthen people management and HR and payroll capacity among Belizean employers, NGOs and communities, and we are developing capacity-building programmes for small and growing organisations.

> As a non-profit, we reinvest in our mission: training and capacity building that help Belizean organisations manage their people well.

A non-profit mission

We reinvest in training and capacity building for Belizean employers, NGOs and communities.

Part of the Silver Oaks Group

Clients can draw on coordinated support across accounting, strategy and asset management.

HR with a finance lens

Analytical, systems-based HR and payroll, led by a director with a background in finance.

AT A GLANCE

Status

Non-profit company

Part of

Silver Oaks Group of Companies

Focus

HR, payroll and training

First step

Free HR & Payroll Health Check

Who we serve

Hotels and tour operators; retail and distribution; NGOs, schools and donor-funded organisations.

02 — WHY CLIENTS WORK WITH US

Why clients work with us

What sets our work apart, and why employers in Belize rely on us for their people and payroll.

Real HR and payroll specialists

A dedicated HR and payroll team, led by a senior HR administrator, that knows how employers in Belize work.

HR and finance together

HR and financial expertise combined, so HR policies fit how your organisation actually operates.

Records you can rely on

Contracts, employee registers, leave and overtime records kept up to date and easy to find.

Your team, stronger

Training programmes and leadership development that build lasting capacity in your organisation.

03 — HOW WE WORK

How we work

1 Talk

Tell us how HR and payroll run today and what you need.

2 Health Check

A free 45-minute review call and a one-page summary of gaps.

3 Propose

A proposal sized to your organisation and priorities.

4 Deliver

HR administration, payroll and training, on a set schedule.

A non-profit HR and payroll team that reinvests in training and capacity building in Belize.

04 — OUR SERVICES

What we do

HR administration and payroll are at the core of what we do, supported by HR systems, recruitment, training and leadership development for employers of every size.

HR · CORE SERVICE
HR Administration
Human resources administration and HR compliance services: employee records, contracts, leave and day-to-day HR support.

PAYROLL · CORE SERVICE
Payroll Administration & Oversight
Payroll administration and payroll oversight, from monthly advice to full payroll processing.

PAYROLL
Excel Payroll Matrix Audit
A review of the Excel workbook you use to calculate payroll: formulas, rates, deductions and totals checked.

HR
HR Systems & Policies
HR systems and policies designed for your organisation, written down and shared with staff.

HR
Recruitment
Support with talent acquisition, from defining the role to selecting the right candidate.

HR
Performance Appraisal
Performance appraisal forms, process and review cycle set up for your managers and staff.

TRAINING
Training Programmes
HR and payroll training programmes for managers and staff.

TRAINING
Leadership & Team Development
Facilitated leadership and team development.

HR
Organisational Diagnostics
Organisational and HR diagnostics to strengthen how your people are managed.

OUR TEAM



05 — OUR PEOPLE

A team of 8: our Director, six specialists across five areas of work, and executive support.



Mr. Florent Avella
Founder & Managing Director, Silver Oaks Group · Director, SOI



Lillian Centeno

HR Administrator & Director

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Leads human resources administration, payroll oversight and HR compliance services. With a background in finance, she brings analytical, systems-based thinking to HR operations and aligns HR policies with operational and financial realities.

HOW OUR TEAM IS ORGANISED

8 in total, including our Director and executive support

HR & Operations	Day-to-day HR administration and compliance	1 SPECIALIST
Payroll Administration	Payroll administration and oversight	2 SPECIALISTS
Talent & Performance	Talent acquisition and performance appraisal	1 SPECIALIST
HR Policy & Compliance	HR systems, policies, procedures and compliance	1 SPECIALIST
Learning & Development	Training, leadership and team development	1 SPECIALIST

06 — OUR TRACK RECORD

Our track record

Employers in Belize rely on SOI for payroll, HR and training. Our work is listed by service, with the assignment for each client.

PAYROLL ADMINISTRATION & REVIEW

The Ambergris Grand Ltd.

HOSPITALITY

Payroll administration for the hotel operation, with payroll forms and summaries

Ian Anderson's Caves Branch

HOSPITALITY

Payroll review within the Silver Oaks Group hotel accounting and capacity-building programme

The James Real Estate Group

REAL ESTATE

Payroll services

HR TRAINING

Three Stars Ltd.

CORPORATE

Basic HR training programme, including a Shops Act session, with English and Spanish manuals

WITH BRIDGEPOINT SERVICES

The Belize Bank Ltd

FINANCE & BANKING

Salary compensation and benefits analysis review, with Bridgepoint Services

Four Seasons Resort Caye Chapel

HOSPITALITY

Hospitality salary compensation survey and benefits analysis, with Bridgepoint Services

HOSPITALITY CLIENTS

Abrazos

HOSPITALITY

HR Administration Services

Xanadu Island Resort

HOSPITALITY

HR Administration Services

OTHER CLIENTS

PeopleGuru

HR TECHNOLOGY

Professional Consultancy Services

Belize Maya Forest Trust

CONSERVATION

Payroll & HR Administration Services

TreeCo Ltd.

Payroll & HR Administration Services

SECTORS WE SERVE

Hotels & resorts · Finance & banking · Real estate · Conservation · HR technology · Wholesale & retail · NGOs

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Start with a free HR & Payroll Health Check

A free 45-minute review call and a one-page summary of gaps and quick fixes. Tell us how HR and payroll run today.

Lillian Centeno
HR Administrator & Director

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www.silveroaksasset.com · Belize

THE SILVER OAKS GROUP OF COMPANIES

Silver Oaks
ASSET MANAGEMENT

Silver Oaks
MANAGEMENT SERVICES

BRIDGEPOINT
SERVICES LIMITED

Silver Oaks
INSTITUTE

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HR administration, payroll and training for employers across Belize, from day-to-day records to leadership.

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