Who Moved My Shared Service Centre?

CaselSM.com
About us

Who we are

Where we are

Our purpose

Our purpose

Solution Design

"To bring the Partner proposition to life, through user-centric design"
Meaning: we simplify daily life for Partners when it comes to policy and procedure

We're all about:
- Understanding our end-users (Partners)
- Following the design-thinking process
- Collaboration and research
- Organisational not departmental understanding

We do this by:
- Creating engaging and user-focused content to help Partners complete work
- Developing procedures that support policy and make sense
- Ensuring that our strategy and reality connect

Total Reward

We make sure Partners are properly recognised through:
- Researching the market on pay and benefits - the 'total reward' package
- Carrying out job levelling and pay benchmarking
- Consulting with line managers on how their team are compensated

CaseISM.com
Solution Development

Personnel Systems Solutions
- Jo Anderson
  - 3 x Solution Designers
  - 5 x Learning Facilitators
  - 1 x Learning Coordinator
  - 1 x Process Coordinator

Learning Solutions
- Philip Reddall
  - 12 x Solution Designers

Partner Lifecycle Solutions
- Chris Moseley
  - 6 x Solution Designers
- Andrew Goodman
  - 5 x Total Reward Analysts
  - 1 x Total Reward Support Analyst

User Experience
- Andy Gabella
  - 5 x UX Designers

Learning Delivery
- Callum Lafferty
  - 4 x Regional Learning Managers
  - 37 x Regional Learning Facilitators
  - 1 x Learning Support Manager
  - 10 x Learning Support Coordinators
  - 8 x Development Facilitators

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Solution Development (SD)
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The work we do

Solution Design
- BAU:
  - Develop Personnel Operating Procedures
  - Consult with Proposition on Standards
  - Pragmatic approach
  - Understanding the impacts to ways of working, e.g. service centres
Projects
- Still an emerging area for us
- We consult on operational impact for Personnel
- Includes links to Standards and OPS Procedures
- Work comes through the SOW model

Total Reward
- BAU:
  - Ad-hoc job levelling and pay benchmarking for new and current roles, survey submissions, Pay Review
  - Projects
  - Change programs, External reporting (e.g. gender pay)
  - Internal reporting e.g. council papers and pre-reading
  - Ad hoc analysis, Workday transition, job families

Our workplan

We do have workplans
Solution Design - https://bit.ly/2JOSbQc
- More info due to be shared with you
- Currently tends to cover BAU / expected work only
- Project work / SOW's are still forming
- Subject to input from other teams

However...
- We're still reviewing our content cycle and how we make updates
- We'd like to move away from rigid annual review cycles

Note: What we own is designed to be flexible - we are not experts in these subjects
The work we do

**Solution Design**

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Working with us

- Providing continuous feedback / insight into how our Standards and OP's are landing
- Consulting with us as SMO's/SME's on new designs