

THE CLIENT

A leading mutual life, pensions and investment management company with over 150 years' service and over 5 million customers in the UK.

The organization is undergoing a considerable amount of change as it consolidates all its subsidiary companies under one umbrella brand.

THE CHALLENGE

The client was faced with an immediate need to find talented, capable people for a variety of change support roles. In the past they had used a combination of both contractors and permanent resource to help them. A skills gap that meant that internal recruitment wasn't an option for this role.

Previously they had been able to source people through their own graduate scheme, however this programme had been retired some time before engagement with Grayce. The client didn't have the necessary bandwidth to establish a new programme and meet role demands. With no mechanism to bring new talent in to the change function, the client needed support.

OUR APPROACH

Initial consultation with the client uncovered an immediate need for programme support and administration at C-Suite Level. A highly confidential role, the Grayce Analyst has a view on all client programmes supporting the steering group, controlling meetings, agendas, minutes and actions. After success in this area we were able to build our presence and support the Business Analysis team.

Working in a pure business analysis role, Grayce is supporting the Head of PMO with the aim to bring all change areas together. This means an extensive analysis of current operating models and procedures to help support the creation of a suite of standardised procedures and processes, aligning with the client's strategic five year plan.

Our Analysts have been working with the wider business to develop a resource profiling tool that will help give a holistic view of resource requirements now and in the future, aligned to what needs to be achieved if they complete all activity on the five year plan.

THE RESULTS

Engaged for over three years now, we've been able to help the client sustain their talent pipeline in multiple locations in the UK. At present we have a number of Grayce Analysts working in Project Management, PMO, Business Analysis and continuing the original role we were assigned with, supporting the C Suite at their steering group.

We've also worked closely with our client to help some of our Analysts make the transition to the organisation as permanent employees, which means they leverage the skills and knowledge acquired from their time at the client.