



Case study | **London Borough of Greenwich**
Payroll and Business Support Team

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Project Overview

SPM carried out a range of service improvement planning work with the Payroll and Business Support Team, clarifying the service vision, performance issues and working closely with the internal team at all levels to achieve successful and sustainable change.

SPM worked with the Head of HR on a range of performance and service improvement initiatives designed to modernize and streamline the service.

The work began with some facilitated meetings to encourage team work between the senior team. The meetings helped them reflect on the current performance of the team whilst also focussing on the performance expected from them in the future.

Once a shared vision for the service was agreed, time was spent looking at overcoming any barriers to success and a performance improvement plan was created.

Head of HR, Tim Anderson says "Sarah is able to quickly grasp the key issues and develop solutions which have a direct impact on service delivery".

This work was then rolled out to the rest of the team using "away days" to encourage involvement of the whole team in the future vision for the service and how this would be achieved.

Practical work focussing on roles and responsibilities, work allocation, and processes followed with the whole staff group where actions and responsibilities were also allocated for addressing customer service issues, self management and the development of staff.

Tim says "Sarah is able to deliver support on a wide range of HR performance issues which are both practical and output focussed".

This project concluded with management skills workshops for team leaders and senior officers to help them understand their roles, responsibilities and the expectations of them as line managers, to improve their confidence in dealing with challenging conversations with staff and to understand how they may better motivate their teams.

Tim says "Sarah is versatile in that she can work in a wide range of settings, building strong relations with a wide range of stakeholders and developing challenging and practical HR solutions".

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