

Service Description

Talent Management & Development

SUBMITTED BY

NORTH HIGHLAND®

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SERVICE OVERVIEW

Talent is an organisation's single largest expenditure and most defining asset. Our experts help organisations transitioning to cloud to create strategies, initiatives and incentives to develop, incentivise and motivate individuals and teams. We work across the spectrum of talent - from talent acquisition, development, performance, learning, succession and reward.

FEATURES

1. Maturity assessment of the current Talent processes and initiatives
2. Talent strategy, vision, objectives and opportunity backlog
3. Processes – leading practice talent processes
4. Technology – assessing how technology is used in talent practices
5. Talent operating model and process design
6. Talent reporting dashboard, metrics and measures

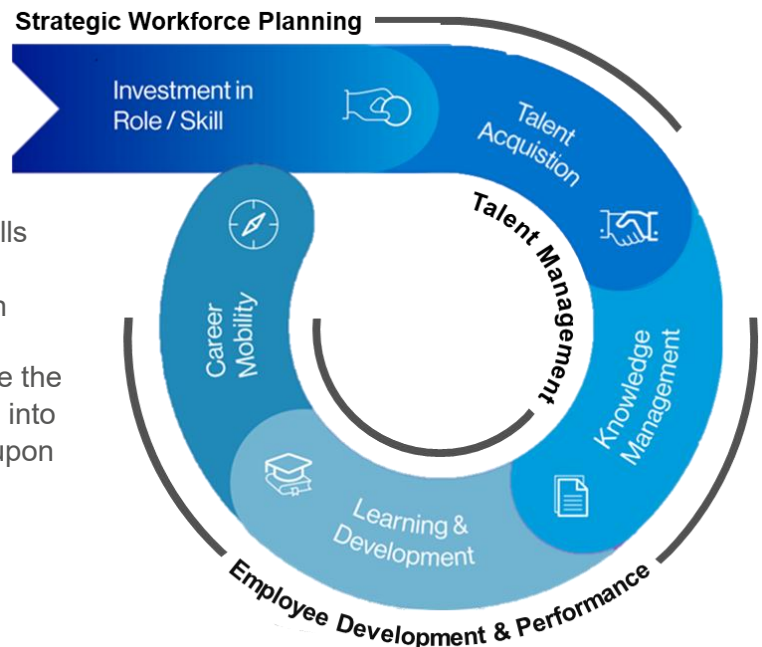
BENEFITS

1. Identification of talent and skills within the organisation
2. Increased retention of high performers and skills
3. Simple, effective talent processes
4. Talent dashboard with metrics to measure progress and success
5. Reduced use of contractors or third parties for skills
6. Impactful learning practices to build skills and proficiency

SERVICE DESCRIPTION

High-performing businesses are constantly rethinking their attitudes and reshaping their ways to manage talent. At North Highland, we partner with our clients to:

- Prioritise what current and future skills you need, along with the roles you need to meet your strategic ambition
- Identify talent initiatives that will have the greatest positive impact, sequenced into a realistic, executable, and agreed-upon talent programme
- Create a talent experience, centred around these initiatives to ensure adoption and movement on key prioritised metrics



Our approach to Talent Management and Development aligns to the wider work you may need to consider when transforming elements of your HR organisation, fitting into Operating Model, Workforce Strategy, People Strategy, and Business Strategy. We use our leading practice processes and service maps to rapidly improve your talent processes, centred on a holistic experience so pathways like development or resourcing feel connected and built as one.

Our work is underpinned by a standard set of workforce metrics. Combining our data and analytics expertise with our understanding of HR systems, we help you curate the right dashboards and data for your organisation.

We support you and your talent through the following talent strategy approach:



Investment in Role & Skill

Review of your current workforce size, shape and skills compared to your future needs, identifying where talent needs to be grown.





Talent Aquisition

Create models, tools and processes that allow for you to identify and attract the right talent to fulfil business need and bring fresh new ideas and perspectives that drive you forward at pace.



Knowledge Management

Implement changes that allow your teams to share, innovate and collaborate, scaling best practice, building communities and breaking down silos across your business areas.



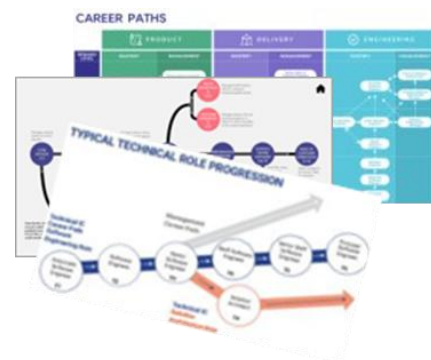
Learning & Development

Provide a varied and exciting learning offering that builds critical skills, drives targeted upskilling and supports employee development.



Career Mobility

Build the frameworks and processes to flexibly navigate career and role shifts within the organisation, fostering critical talent from within.



ABOUT NORTH HIGHLAND

North Highland is a leading change and transformation consultancy, helping organisations transform with people at the heart of every decision. Our talented teams partner with clients to navigate their most complex, high-priority, and urgent challenges. With every engagement, we make change happen, helping organisations across the public sector transform.

We support clients as they improve efficiency and productivity, modernise data and technology, and build and advance new capabilities that fuel growth and competitive differentiation. We also implement, manage and drive adoption of it all, ensuring successful translation of strategy to day-to-day operations.

North Highland offers an unblemished record of delivering leading expertise across industries, as shown by the numerous awards and accolades we have received in recent years from Forrester, Gartner, ALM and other highly regarded organisations. Firmwide, 94% of North Highland's business is with repeat clients – a testament to the high quality of our services.

ORDERING, INVOICING & TERMINATION

Our Master Services Agreement (MSA) contains our standard terms, and we start work when we have a Statement of Work signed by both parties, on a mutually acceptable date. Invoicing is monthly in arrears, unless agreed otherwise and either party may terminate a Statement of Work or the MSA in accordance with the usual terms set out in the MSA.

GET IN TOUCH



We have a frameworks office that monitors correspondence for G-Cloud opportunities. They can be reached directly at nhuk.frameworks@northhighland.com



You can reach us on the phone at **+44.020.7081.2544**

Please ask for the Strategic Proposals Team who will be able to deal with your enquiry directly or put you in touch with the right person to discuss your requirements.



Write, or come and visit us at our London office:

**10 Bloomsbury Way, Holborn,
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