

Service Description

Workforce Strategy and Management

SUBMITTED BY

NORTH HIGHLAND®

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SERVICE OVERVIEW

Our cloud-focused Workforce Strategy and Management service is all about bringing your organisation's strategy to life. We define the future workforce and conduct strategic workforce planning through a visualisation of the benefits, risks, costs, and impacts of workforce-related choices and potential models on your workforce ecosystem.

FEATURES

1. Provide clear view of your future workforce
2. Support strategic workforce planning and steps needed to deliver
3. Gathering requirements directly from your stakeholders, starting with leaders
4. Support transition from project to product ways of working
5. Help you respond in the moment to workforce challenges

BENEFITS

1. Align workforce strategy with organisation strategy and priorities
2. Optimise your workforce to achieve greater efficiency
3. Give your workforce the right structures, tools, processes, governance
4. Challenge approaches to ensure best practice for your workforce
5. Connect short term decisions to future capabilities and structure

SERVICE DESCRIPTION

Together we can craft a solution tailor-made to your vision and the goals of your strategy, providing structured thinking for the future of your workforce.

Effective workforce planning requires consideration across three dimensions and multiple time horizons. Our service examines:

1. **THE WORKFORCE** – the individuals and teams that work to fulfill the organisation's purpose.
2. **THE WORKSPACE** – the physical and virtual office spaces and the ways of working they enable.
3. **THE WORK** – the goals, objectives, and processes for the business.

THE WORKFORCE	THE WORKSPACE	THE WORK
Leading with Empathy	Prototyping & Preparing	Planning & Enabling
Optimizing Talent	Reimagining & Remodeling	Redesigning & Measuring
Re-skilling & Up-skilling	Evaluating & Iterating	Building & Scaling

Our end-to-end workforce strategy and management approaches delivered through this service consider:



WORKFORCE STRATEGY

Defining the future workforce and conducting strategic workforce planning through a view of the benefits, risks, costs and impacts of potential workforce models.



ORGANISATIONAL DESIGN

Designing an organisational structure that drives organisation strategy through competency definitions, operation processes, and job and career frameworks.



LEADERSHIP & TALENT DEVELOPMENT

Building world-class leadership, talent and learning practices that drive high-performance, build resilience and equip the workforce with the skills for the future.



EMPLOYEE EXPERIENCE & ENGAGEMENT

Re-imagining the employee contract and experience. Designing the people value proposition and communicating with your people in an engaging way that drives impact.



CULTURE & WAYS OF WORKING

Designing and evolving your culture, from defining vision to new mindsets, behaviours, and skillsets built into everyday processes and interactions.

We can deliver an end-to-end solution including all the above offerings or deliver engagements focused on specific workforce strategy offerings.

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:

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