**THE HR PROFESSIONAL**

**Learning Outcome 1: ACTIVITY 3**

**SMALL GROUP ACTIVITY**

**Restructuring delivery of HR**

**Aim:**

The aim of this activity is to assess and determine the best solution for future HR service delivery in a case study organisation.

**Objectives:**

* To identify options for future HR service delivery and explore the respective strengths and weaknesses of each of these.
* To consider the impact of each option for a range of stakeholders, identifying how perceived issues can be minimised.

**Task brief:**

**Case study: The Admin Centre**

The Admin Centre is a newly formed organisation established along the lines of a Shared Service Centre to provide a range of support and administrative services on behalf of local and regional government bodies. This will include finance, HR, purchasing and administrative support. Staff from a number of local and regional organisations will transfer to the new organisation and it is anticipated that the total headcount will be around 500 staff.

A meeting has been called to discuss options for providing an HR service to the Admin Centre staff and managers. At the start of the meeting, the Chief Executive reminds everyone that this provides an opportunity to embed best practice approaches in the organisation and expresses his wish that line managers should embrace all aspects of a manager’s role.

**Part 1**

Working in subgroups identify possible delivery approaches which could be considered. What are the strengths and weaknesses of each approach?

**Part 2**

Your group will be allocated one model to consider further. Identify the key internal stakeholders who would be impacted by this model. For each identify:

* Possible perceptions and reactions to this and how this will then impact on their perception of HR
* The level of support, guidance and/or training they would need to carry out their role
* Anticipated issues and how these could be overcome.

Prepare to feedback your conclusions to the rest of the group.

**Time:**

You have 15 minutes for part 1 and 25 minutes for part 2**.**