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# Making Shared Services Work: Perspectives from both sides of the change

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James Armit  
Sarah Stow





# Outcomes of the session

By the end of this session, you will be able to:

1. Focus on building key relationships to co-create and implement the new operating model
2. Develop a communications plan which meets the needs of all stakeholders and ensures that communication lines between stakeholder groups are robust and open
3. Define the scope of services and articulate clearly what service users can expect
4. Develop a clear set of team behaviours and hold individuals to account for those behaviours

# College of Science, Engineering & Health



Empowering leaders to  
deliver on strategy and  
operations



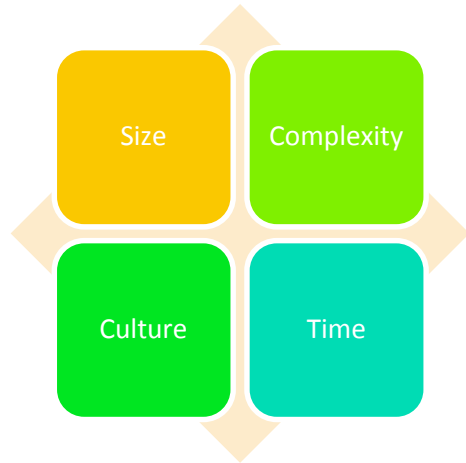
Productivity gains



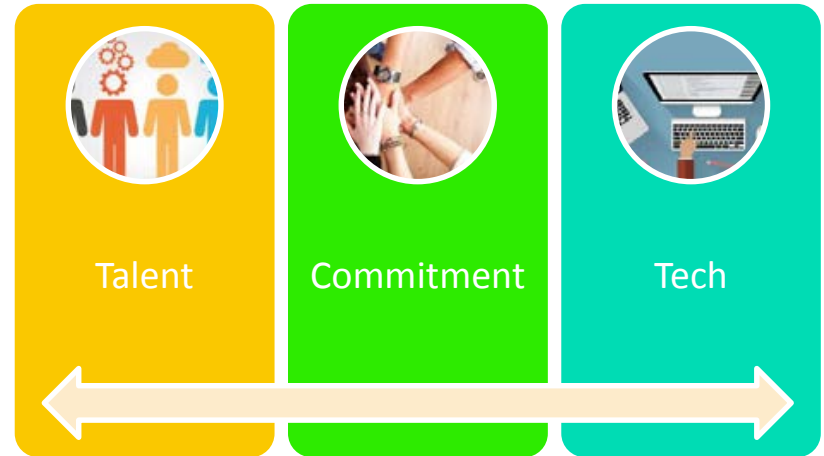
Enhancing student, staff  
and industry partner  
experience

# Academic Services

The Challenge...

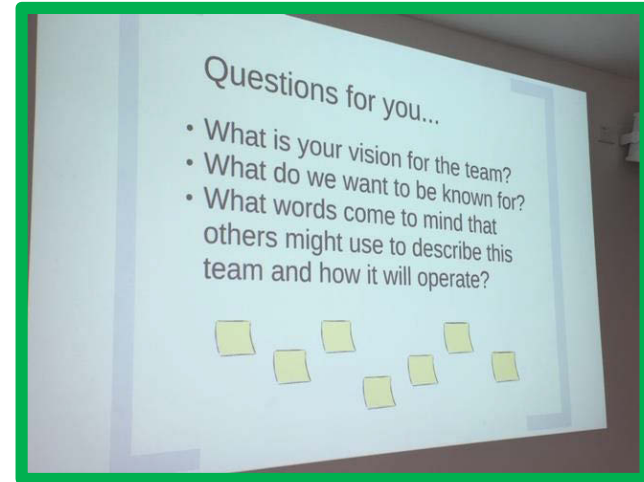


The Opportunity...



# The vision

Purpose, people and process



# The work

*“What we do is up to you”*



## *Do the work*

Develop expertise  
Don't “coordinate”  
Don't ‘manage’



## *Be clear*

Tell us what you need from us  
Tell us why you need it  
Tell us why you need it  
Let us know how you're doing



## *Be present*

Sign your emails  
Share information  
Talk to us

# The offer

*“Making admin easy”*



## Our Purpose

- Making admin easy for students and staff



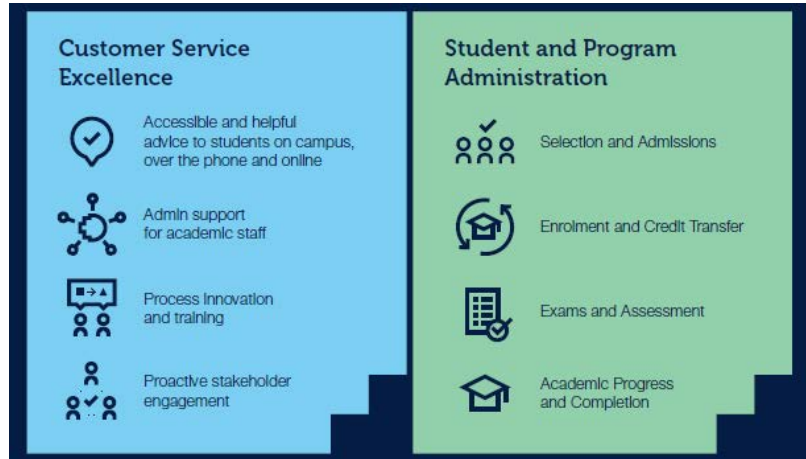
## Our People

- Focus on impact and positive outcomes
- Promote a positive culture of service and support

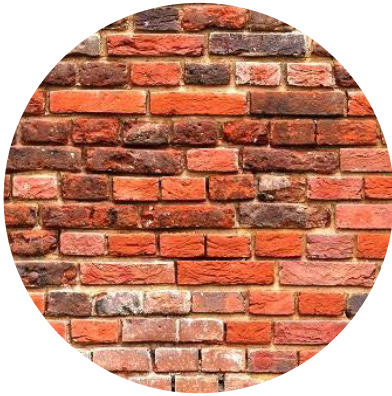


## Our Processes

- Are simple and supportive
- Provide analytics and insights to enhance our services



# The challenges





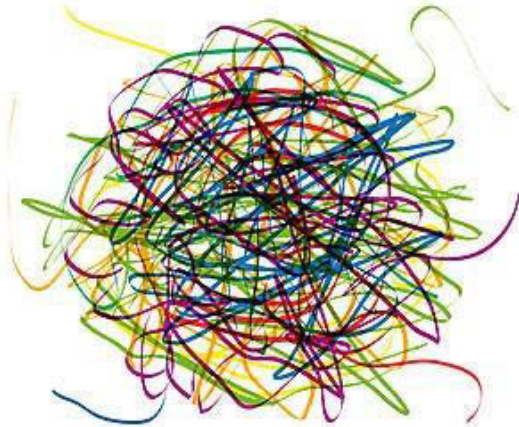


# The response



# The outcomes

Before...



After...

Academics

Business Partners

SMEs

Advisors

# The secret of our success

Academic Services leaders as business partners...





# Turn and Talk

- What has been your experience with shared services?
- Have you experienced the implementation of shared services? What was your experience?
- What experience do you have of major service delivery changes? Were you a stakeholder or a leader? What advice do you have for people embarking on these kinds of changes?

# The stakeholder as partner model

## Service design guiding principles

Engage early / Engage often

Park your ego and be open to ideas –  
take ownership of the idea of service

Cast the net wide – use a range of  
channels and don't just listen to the most  
dominant voice

Open

Proactive

Accountable

Disagree and commit

Work to  
strengths

1 team / Common purpose

# The metrics

Before...



After...

## Customers

- 70,000
- NPS 50
- 24 hours

## Staff

- Engaged
- Agile
- Positive

## Stakeholders

- Pretty quiet