



Managing and motivating staff performance levels at the Department of Health during functional de-centralisation.

The client...

Department of Health payroll function

The issues...

Decentralisation of the Department of Health payroll function, a key part of a major Change Programme at the Department of Health, meant that responsibility would be devolved to Business Unit and Agency HR Teams.

A core requirement was to achieve a seamless changeover – with careful ongoing management and motivation of staff throughout the process.

What we did...

Our approach was to focus on two core areas:

People - identifying role requirements, skills matching and development, and closely supporting the devolving team and those teams taking on new responsibilities; and

Process - identifying and developing process best practice, documentation and training

What happened as a result...

- Decentralisation was completed successfully within a 9-month period, with many staff members able to advance their careers both inside and outside the organisation, as a result of effective career counselling.
- The payroll function continued to deliver at the agreed levels of performance throughout the programme, with minimal error rate increase, resulting from uncertainty and change.

www.denisonwilliams.com