

Chief Information Officer

Objectives of the Shared Service Team

Focussing initially on Human Resources and Finance, the Shared Service Team are examining together with public sector organisations, services which can feasibly be shared to make efficiency savings, become more effective and improve the employee experience.

- **Efficiency**

- Reductions in headcount and financial spend
- A saving of at least £1.4bn per year (20%) of the £7bn annual spend across HR and finance. The private sector reports savings from shared services in the range of 10-50%

- **Effectiveness**

- Improved management information, transparency and visibility of departmental resource allocation
- Significant improvements to key business processes, business critical information and IT systems

- **Employee Experience**

- Making corporate services more professional and making the civil service a better place to transact business for all staff.
- We would like to see more productive, better trained and more highly motivated staff in corporate service functions who are able to add greater value rather than just administer.

To help create a public service which is able to release as much resource to front-line delivery as possible. The team intends to achieve this by ensuring that the benefits of shared services in terms of better services, improved employee experience and reduced costs are maximised. Our role provides knowledge and understanding of factors such as:

1. the benefits of shared services;
2. how to go about achieving a successful shared service and with whom;
3. how to avoid and solve some of the pitfalls and difficulties during the transition from an existing organisation to a shared one;
4. the key characteristics of an effective shared service; what it looks like and how it should perform;
5. what the shared service solution should look like at various phases of the transition journey;
6. what is expected from suppliers in order to make the solutions they provide transferable, cost effective and of common design and;
7. how to share best practice through a knowledge bank of information, case studies and face to face experience sharing at all stages of the transition journey.

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