

Consulting Hub

Case Study I

Client: Department of Finance

Requirement – *High level Consultant/Contractor required for immediate start*

Background

We were engaged by the Department to assist the Financial Controller and SAP Systems Project Manager to meet key deadlines around the implementation of SAP. There were concerns that while the technical elements of the project had been managed effectively, suitable emphasis had not been placed on the change management, approvals and other testing critical to the success of the implementation.

Client Request

- Deliver a quick turnaround to place a ‘hit the ground’ running consultant who operates at a senior level and can, without ruffling feathers, take a lead role on the assignment
- A solid verbal brief was given over the phone and a basic job specification was emailed to us
- Key competencies that were required:
 - Strong leader
 - Strong planning and updating of the plan
 - Juggling many tasks and priorities
 - Good communication (team; key user groups; IT; SAP; wider department)
 - Good change management skills.

Services Supplied

- Position profiling – skills, behaviours, capabilities, key outcomes and goals
- Candidate selection based on taking into account necessary skills and experience, capabilities, goals and organisational fit
- Detailed reference checking
- Place a senior level project/change manager in a critical time (3 months from ‘go live’) that can assist in leading the project to a successful completion.
- Place an experienced project officer (APS6) to provide support to the project leader and the team over a 6 month period

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Key Challenges

- The immediacy of the vacancy, which contrasted with the high level nature of the consultant required, and the quality of the project officer required
- The risk of placing someone in such a critical role at a time of immense pressure

Outcomes Achieved

- We quickly contacted the appropriate contact within a niche consulting group that we know to be an outstanding performer
- We went to our extensive networks of candidates in the administration/project support-space and quickly located who we considered to be the ideal candidate.
- Candidates were referred the same day, and was interviewed and placed within 3 working days.
- We received exceptional feedback on performance, and the project was delivered on time.
- The consultant was retained part-time to perform additional work within the group including leading a whole of Department financial governance review. The APS 6 project officer has since been retained on a permanent/ongoing basis within the Department.