

Working with external organisations – developing a professional approach

A professional service and high quality of support for the activities of all those involved in working with external organisations is as critical to the success of an enterprise project as the intrinsic value of the enterprise idea itself.

Delivering excellent service to support work in more business-led environments can challenge staff and systems more used to supporting academic activity or those which are already working close to capacity



Bibby Rumbelow's Service Plus is a work-based programme that can successfully deliver change in administrative and professional teams to enable them to improve their service performance levels and adapt to meet the new demands placed on them by working with external clients.

Service Plus:

- is an intensive programme that is delivered alongside work recognising the need to maintain continuity in service levels
- is a programme customised for your particular work environment and priorities
- is a people focussed programme. We work with your teams first to identify problems and then to coach and mentor staff members to enable them to define, introduce and deliver high-quality services
- supports managers and teams to adapt to the new challenges of working with external clients. Through an initial intensive week it enables staff to develop and drive necessary changes
- leaves teams with the necessary resources and knowledge ready to repeat delivery with other teams within your institution
- is designed to improve team relationships and integrates support for managers and frontline team members alike
- is delivered by specialists who have the experience and sensitivity of working in an HE environment

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