Capability Workforce Transformation
Government Organisation

1 SITUATION

A government client acquired a new capability which required implementation of upgraded systems, platforms and processes. Deloitte was engaged by the client to define the future workforce requirements and capabilities. This included building the workforce model, defining the skills requirements and undertaking future workforce planning.

2 OPPORTUNITY

Deloitte worked in conjunction with the client over 12 months to:

• Facilitate senior stakeholder consultations to define the capability statement, defining the vision and requirements of the future workforce in line with emerging themes and evolving personnel needs;

• Analysed and assessed workforce performance requirements using existing workforce planning (e.g., JTPs, Job specifications) and training materials (e.g., LMGs, courseware), to develop a baseline understanding; and

• Defined the workforce model, detailing the competencies across categories and expected behaviours at respective levels.

3 IMPACT

The result of the program lead to a community-wide capability architecture, establishing commonality of personnel skills, knowledge, abilities, and personal attributes irrespective of workgroup alignment. This resulted in a priority-driven course of action to design, develop and implement an interconnected suite of learning solutions to foster cross-pollination across workgroups. This also identified opportunities to drive broader technology transformation programs, such as maximising utility of the broader HR system to drive career mobility and transparency, resource planning and broader workforce management practices.