



advise
develop
recruit

A brief introduction
to services from
SOLACE Enterprises

www.solaceenterprises.com





SOLACE Enterprises is one of the most respected public service improvement companies in the UK and one of the most widely consulted. We provide high quality, customer-focused and practical support to the public sector.

Operating across the UK, we offer consultancy, development and resourcing services delivered by experienced practitioners with public and private sector experience.

Our clients say it's our first-hand experience and thorough understanding of the issues that makes us their consultancy of choice.

SOLACE Enterprises is unique because it uses all of its surplus income to fund research and policy development for the public sector through the SOLACE Foundation, and provides capacity to help strengthen its national influencing and thought leadership role.

The company is probably also unique among public sector consultancies in operating internationally, providing election expertise and governance support to governments overseas. And the special link with the public sector doesn't end there. Our consultants have direct managerial and political experience in the sector, bringing understanding, specialist expertise and innovation to our wide ranging list of customers.

A natural choice for any public sector organisation thinking about the way it delivers its services, exploring its relationship with its partners and customers, developing its talent or seeking specialist expertise.

Flexible Resourcing

While the phrase 'interim resourcing' has become increasingly common in the public sector, we call our service 'Flexible Resourcing': because we believe that organisations looking for resourcing support usually want a range of expertise and approaches that go beyond that found in a single job description or role. Our Flexible Resourcing service is about finding the right person to fill management and resourcing gaps for our clients. It is a way of getting access to several different sets of skills over a short period, adds capacity and expertise to projects and provides an independent assessment of an organisation's service. We specialise in providing experienced chief executives and senior managers and professionals to the public sector, through a quality controlled and personalised matching service. What do our clients say? "Cost is important, but so is chemistry." "You have the people with the right experience." "Your knowledge and experience makes you our first port of call." "Now I know you, I just come to you first."

Organisational Development

SOLACE Enterprises is perhaps best known for its organisational development work. We have the knowledge, expertise and track record to help you achieve lasting change in your organisation or radically improve service delivery. Our outstanding record of guiding and supporting the thinking, planning and delivery of change and our ability to understand our client's challenges from the inside, is what sets us apart from our competitors. We work in a strategic, practical way, deploying associates who have first hand experience, not just as consultants but as senior managers in the public sector. Our approach involves dealing with causes rather than symptoms; working with and changing the whole rather than a part; creating real change by focusing on organisational culture not just individual behaviour. We take a genuine OD approach, giving equal prominence to structures, systems and processes, and to culture, values, and new ways of working and thinking. Once we understand your objectives, we use our expertise, understanding, and the most appropriate tools and techniques to make it happen.

Developing leadership

We believe that good leadership is essential to achieving the highest levels of performance, and have spent 11 years identifying and developing the core capacities for political and managerial leadership. As a result, we have created programmes and techniques which deliver leadership development appropriate for a fast changing public sector. The quality and relevance of our work has been recognised nationally through the IDeA's selection of SOLACE Enterprises to deliver its new Academy of Executive Leadership with Ashridge Business School. We have also been selected as a Leadership Partner by The Leadership Centre for Local Government. By providing managers, politicians and board members with tailored programmes and activities designed to improve leadership skills and develop organisational leadership, we are able make a practical difference to their ability to deal with the situations they face on a daily basis from individual or team development to performance appraisal, talent management and relationship building.

Recruitment, selection & talent management

Our priority is to help you to develop a high quality recruitment process which attracts and selects the right candidate for a role which suits the organisation's needs. We work closely with clients to establish a tailored approach to each recruitment project. Our end-to-end service begins with a detailed brief, followed by job design or review, executive search, open recruitment, expert candidate assessment and selection support. Once on board, developing your own talent is a key part of any successful recruitment and retention strategy. Talent management programmes help you to grow your own talent, motivate and develop staff, energise your organisation and retain vital knowledge and expertise; but they need careful design and implementation to avoid becoming 'closed shops'. We help you to get the best out of your talent and make the most of your most important resource.

Our services

Flexible Resourcing

- Specialist individual interims and teams
- Service review and challenge
- Independent investigations
- Mediation services

Developing Leadership

- Tailored leadership programmes
- Elected member development
- Team building
- Collaborative leadership
- Coaching and mentoring
- Independent appraisals
- Personal development planning
- 360° feedback
- Action learning
- New Chief Executive briefing
- Open Programmes and master classes

- Fully flexible recruitment and selection service
- Assessment centres
- Candidate management
- Talent management
- Career development
- Job design and evaluation
- Salary reviews
- Diversity expertise

Organisation Development

- Culture change
- Community engagement
- Partnership working
- OpenStrategy
- Organisational performance
- Organisation design
- Peer challenge and assessment - CPA, CAA
- Organisational and efficiency reviews
- Customer service models
- HR advice



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