

Work redesign

Work redesign is a key enabler of building a future fit workforce

Deloitte.



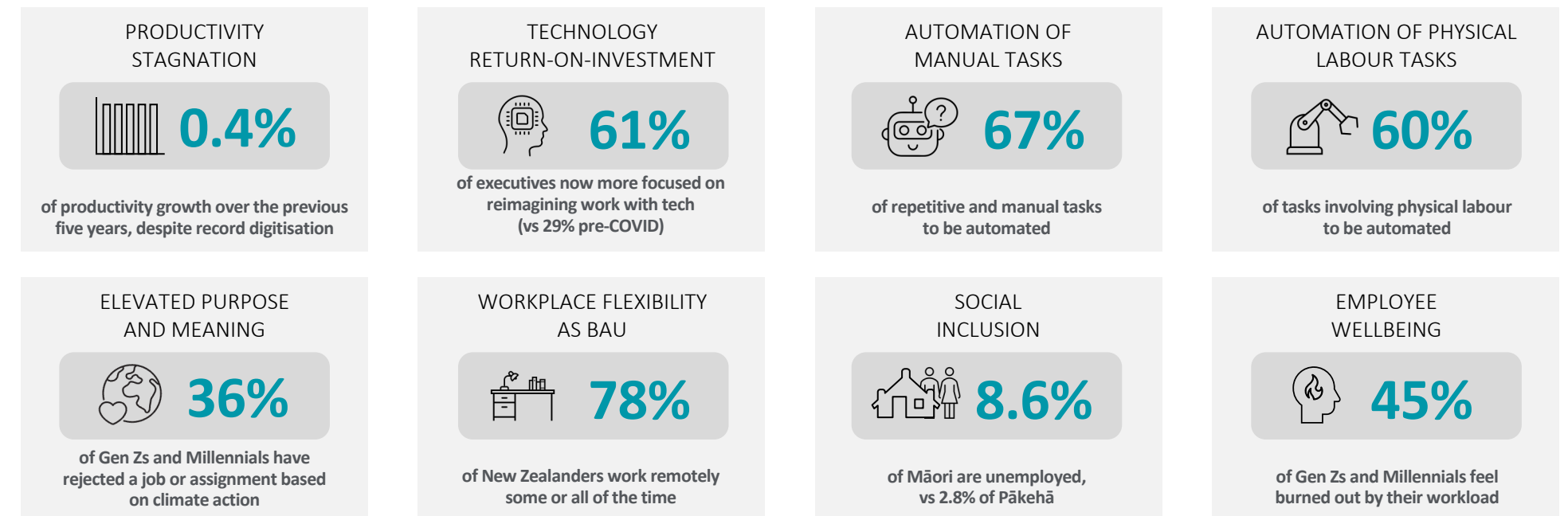
Work redesign focuses on unlocking value by reimagining the work that needs to be done and how it is delivered (human or digital).

Key questions you may have:

- ? How can we improve the employee experience to provide more value and meaning to employees' work?
- ? When autonomous operations become a reality, what happens to the future workforce?
- ? How do we move beyond cost efficiency to broader value creation?
- ? What does the future of the function look like? What are the new, value-add capabilities needed?

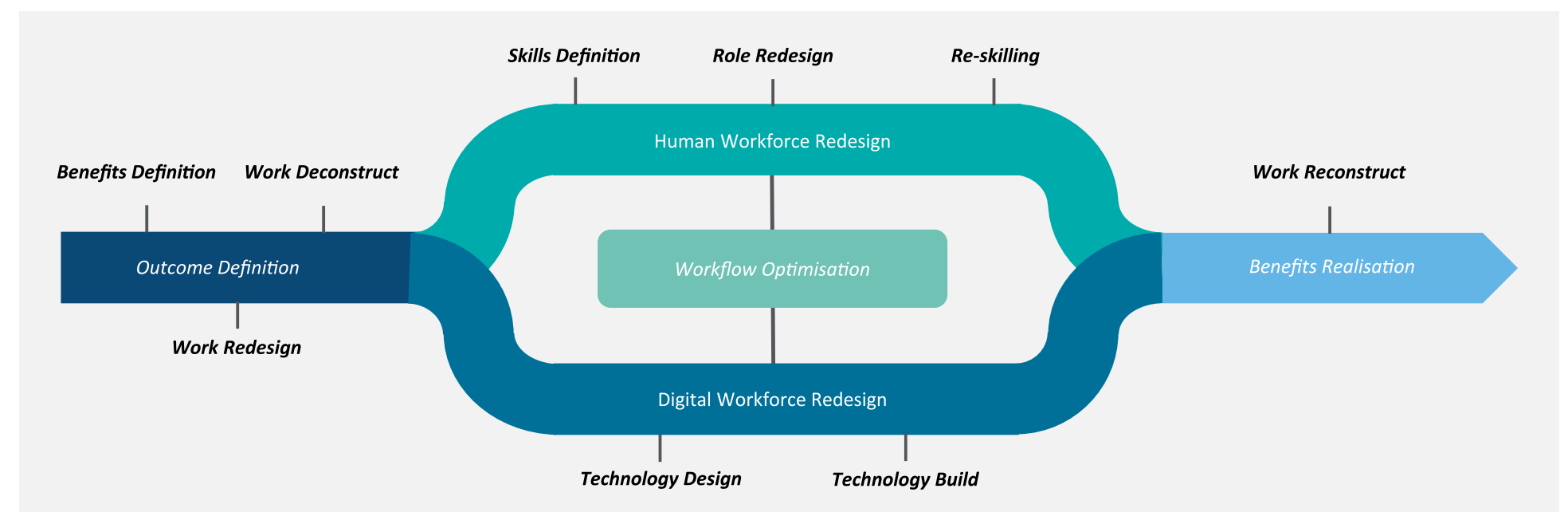
Why is work redesign needed?

The nature of work is changing. Despite record investment in digitisation, productivity growth is sluggish. These factors are compounded by employees seeking more meaning in why they work.



What does work redesign focus on?

We work with organisations to reimagine how work is constructed. This includes developing a high-level strategy, to identifying a prioritised list of opportunities to reconstruct work and the workforce, to developing proof of concepts that are self-funding.



Work redesign

Work redesign is a key enabler of building a future fit workforce



What is our experience?

1. Aged Care

CONTEXT & BUSINESS CHALLENGES

The leadership team had a limited understanding of the Property Asset Management area and the work performed.
A further area of concern related to the value of the work performed and the number of roles performing the work.

APPROACH & SOLUTION

Four-hour Immersion Lab to help the team explore how work might be reinvented for greater strategic outcomes; purpose and meaning; leveraging data and insights and collaborating with AI and other transformative technologies.

OUTCOMES

Quick Wins:

- A three-year strategy on a page that included pain points, benefits and an ideal future state
- Prioritised list of work redesign opportunities

Expected Outcomes:



New roles with broader and deeper capabilities that focus on value-added work and a highly agile workforce.



New, innovative, and interchangeable design concepts and ability to enter new markets.



Integrated systems that provide holistic real-time data and insights across operations and risk.

2. Industry Super Fund

CONTEXT & BUSINESS CHALLENGES

One of Australia's largest super funds had an overwhelmed Tax Division unable to meet increasing regulatory requirements due to exponential growth and a lack of enabling technologies.

APPROACH & SOLUTION

Deloitte worked with the super fund to develop a Transformation Strategy and Roadmap, focusing on the Fund's strategic priorities and projected growth.

OUTCOMES

As part of the Transformation Strategy and Roadmap we identified ways to create more worker capacity and to enhance worker experiences. We also initiated a change in the team's mindset towards appreciating data governance.

Expected Outcomes:



Integration between human and digital workers, introducing exceptions-based processing and data-driven insights.



Cost savings by merging digital workers and consolidating data, encouraging consistent data.



Application of emerging technologies to lessen the burden of manual and laborious tasks.

Outcomes in building a work redesign offering:

Improved employee experience through more meaningful work

Human and digital workforce that is more productive and higher performing

Optimised costs and better work outcomes

Greater value-add capabilities in the workforce



Talk to us

Our team can help you identify the work and workforce you need when autonomous operations become a reality, ensure your future workforce has the right skills to drive value, design learning for the modern learner, and develop leadership skills to thrive in disruption.

We look forward to helping you build your future-fit workforce.

Who to contact



Hamish Wilson, Partner

Hamish has worked in the Human Capital field for more than 20 years and is the lead Partner of our Workforce Transformation practice.

+64 21 2413923
hawilson@deloitte.co.nz



Dan Chee, Director

Dan's experience includes leading service improvement, designing new ways of working, transforming functions and implementing digital solutions.

+64 21 194 3115
dachee@deloitte.co.nz