bcs
The Chartered Institute for IT

Camden Borough Council

Empowering IT professionals through professional development

Camden

Creating a high performance ICT team

The Council needed a way to align IT and business, recognise skills, reward good performance and ensure structured career development for all employees. There was also a drive to create a better, cheaper and more efficient service.

Camden Council decided to join BCS as a Group Member to help drive the necessary changes. Paul Kunka, Project Manager within Corporate ICT explains:

"With the formation of the Corporate ICT division we needed to make a mark, to build up a reputation for the Council, and to make a visible change to staff and business development. BCS Group Membership allowed us to establish a culture change by not just recognising staff as IT professionals but also giving them access to a professional network, affording them the opportunity to mix with like-minded BCS members from across the profession and bring valuable new ideas and information back into the business."

Improving processes and productivity

Over 85% of Corporate ICT employees are now Associate or Professional members of BCS and the Council hopes to encourage more staff to achieve CITP (Chartered IT Professional) status over the next 12 to 18 months.

BCS Group Membership helped the Corporate ICT division begin to deliver a professional, high performance IT function and improve their service management processes with the adoption of ITIL, making them more standardised and robust. Their IT professionals have become more competent, productive and their performance has improved. In the last two years they have achieved efficiency savings of around £500,000 while maintaining high performance. Over half of their performance indicators are in the top two quartiles according to SOCITM benchmarking.

Proof of professionalism

Paul Kunka continues, "How can you prove you're a professional organisation? Without BCS Group Membership this would have been a very difficult question to answer. We needed something tangible to show the Council that we were moving forward. Involvement with BCS gave us the support we needed to reach the required levels of professionalism and to maintain this professional status within the industry; to show others that we operate to very high standards, and carry the stamp of approval".

Training and development strategy

The division also decided to implement BCS IT Job*Describer* to help them develop new job profiles that fit the high expectations of the new team. From these job profiles, the Council was able to define a training and development strategy aligned to the SFIA*plus* framework:

"We always look at SFIA*plus* when creating a new profile, as the framework ensures all roles meet the required corporate standard. BCS IT Job*Describer* allows easy reference to the framework and the creation of consistent and professional job profiles across the board. The formation of a detailed Training and Development Strategy for Corporate ICT using SFIA*plus* has had a positive effect on employee morale across the service", Paul Kunka concludes.

The results speak for themselves

In an employee survey in 2006, only 31% of Corporate ICT employees felt that they were given the opportunity in their role to develop their own career. In 2008 this had increased to 50%, exceeding local authority norms of 34%. In the same survey only 36% of Corporate ICT employees were satisfied with the training they received to do their job effectively. In 2008 that percentage had increased in line with local authority norms of 51%.

Camden Borough Council has gone from strength to strength, listed by the Audit Commission as one of the top performing councils, and seeing employee turnover figures drop to below typical industry figures.

"Involvement with BCS gave us the support we needed to reach the required levels of professionalism and to maintain this professional status within the industry; to show others that we operate to very high standards, and carry the stamp of approval."

Paul Kunka
Corporate ICT Project Manager,
London Borough of Camden Council

If you require this document in accessible format please call +44 (0) 1793 417 600