

# RLAM IT Department

Creating a great place to work





### Boosting motivation through managed learning and development

Royal London Asset Management (RLAM) is a member of the Royal London Group and manages over £28 billion of assets on behalf of the Group's companies and external clients. RLAM employs 130 people and is committed to investing in professional development and to raising the profile of its IT department.

In 2004 RLAM implemented Total Skills Management, a process designed to ensure an organisation's skills requirements are aligned to the strategic goals of the business.

### Encouraging a proactive approach to personal development

Through one-to-one coaching sessions, a BCS professional development coach helps individuals create and understand their own professional development path. The delivery element supports IT managers with planning and implementing a best practice framework around existing learning and development in IT.

Dennis Leeks, IT Manager, RLAM, explains, "We were spending a lot of time and effort organising training courses for our IT professionals which was a massive administrative task. We also found it hard to demonstrate the effectiveness of these training courses. We needed assistance too with implementing our learning and development. The Total Skills Management process has made people feel more involved in their training plans and ensures that learning and development is delivered.

The coaching sessions and one-to-ones motivate staff to take a proactive approach to their own development, which then increases their job satisfaction. The feedback BCS provides from the sessions enables me to see where people want to develop, not just where I want them to develop. I can plan training and development for the whole year alongside projects we have running."

### Creating a great workplace

RLAM has been shortlisted by Computer Weekly as 'best place to work in IT' in the finance services sector. The results of an employee survey showed that individuals were pleased their employer invests in their learning and development.

Dennis explains, "When I interview new starters, I inform them of the BCS scheme as a benefit of working for RLAM. Knowing your employer is committed to investing in your learning development is very important. Total Skills Management allows me to target training resources more effectively. BCS provides me with a spreadsheet outlining the development requirements of my IT professionals. This means I can plan training around my budget at the beginning of the year."

### Raising profiles

RLAM is committed to raising the professionalism and profile of its IT department. A wall in the office has been removed to make the IT department more visible to the rest of the organisation. Dennis is also thinking of re-branding the IT department to 'IT Service Department'.

"I want people to start seeing IT as a service provider, integral to the business," he says. "BCS professional development coaches encourage individuals to focus on their soft skills as well as their technical skills. They now think about which soft skills they need to improve and focus more on the end user and providing good service. This supports the organisation's corporate values, which focus on delivering great customer service."

### Growing the partnership

As a result of the success the organisation has had with the BCS Total Skills Management process, RLAM have recently joined the BCS Group Membership scheme and is now considering implementing other BCS professional development solutions.

Dennis says, "The service provided by BCS account managers and professional development coaches has been consistently high and the scheme definitely provides a good return on investment. We are committed to raising the professionalism and profile of our IT department and providing our IT professionals with membership to their professional body through the BCS Group Membership scheme will help us achieve this."

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Dennis Leeks  
IT Manager, RLAM