

# OUR CLIENT SUCCESS

## CLIENT

**Canadian  
Independent School**

## INDUSTRY

**Education**

## PROJECT

**Administrative Function  
Organizational Review**

## THE CHALLENGE

Our client needed a partner with a strong understanding of the independent school sector, to conduct a current state review and assessment of the administrative support function across the organization.

The scope of work included a comprehensive review of the roles, the accountabilities, and their purpose to ensure that they were optimally structured and positioned to support the operational requirements of the school.

Taking an objective view of the current state and assessing the roles and their requirements is integral to every organizational review, because as organizations evolve so too do the roles and work required to operate effectively. Clear roles and processes set employees up for success and position them to do their best work, assign accountability and drive organizational success.



## OUR APPROACH

As experts in independent schools, we know the unique structures that are at the heart of every school and kept this at the forefront of our approach.

- Gathered relevant data to inform analysis such as job descriptions, org charts, school objectives, strategic plan initiatives and operational priorities
- Developed questionnaires tailored to either leadership or administration to assess the current operating model
- Conducted employee and stakeholder consultations across the school for input
- Completed a comprehensive review of how the roles are organized and structured, including position titles and reporting lines, to determine a SWOT and operating model analysis
- Considered best practices and benchmarked comparable institutions



## THE OUTCOMES

- A comprehensive summary of the current state through a target operating model that identified gaps and provided a clear needs analysis resulting in recommendations to inform the direction of the Administration function structure
- Recommendations were provided on the future state target operating model from a people and structure, process, technology, service delivery and risk management / governance perspective
- A clear implementation plan and roadmap that considered timing, resources, risk, and change management
- Presented the results and recommendations to all the employees and stakeholders involved and that would be impacted to support the change management process

