

Case Study: Royal Mail HR Shared Service Centre, Sheffield

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Royal Mail Group launched their HR Shared Service Centre (HRSC) in 2003 in order to provide a better HR Service to its customers. To date, it has generated a saving of over £60 million each year. The HRSC has also had a positive impact on quality of service, employee morale and overall company performance.

The centre, which is based in Sheffield, is not only the largest provider of its kind in Europe but is also an award winning operation and in 2007 won the European Shared Services Organisation of the year award.

Dermot Toberty, who previously led a successful transformation of the business's finance function, headed up the project and his vision was simple, "more for less - more value, less transactions".

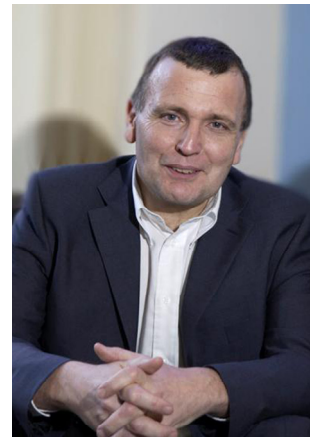
Here he explains why Sheffield has been such a crucial and successful choice for the location of the SSC:

"In 1994 Royal Mail began its shared services journey and I led the creation of the Mail's Finance Shared Service Centre. We started the HR journey in Sheffield in 2001 with payroll and now have centralised recruitment and advice and support also into Sheffield.

The HRSC employs 470 employees, a number which usually increases by 50 or 60 over the Christmas period.

Staff attrition is around 1-3% in the centre, which is very low by industry standards.

The Sheffield labour market is excellent and we do not regret having centred our operations here. Sheffield has been and will continue to be a great city for us!"



Dermot Toberty -
Head of HRSC at Royal Mail