

What our customers say:

The Assessment & Selection Process for Assistant County Trading Standards Officer (ACTSO) at Suffolk County Council:

When we had a vacancy for ACTSO, the Service was experiencing particularly challenging circumstances.

I absolutely had to have the best possible person for the job, but was extremely pressured at the time. I needed to delegate the leadership of the project to an appropriate source. I therefore asked David to design and implement a process which would deliver this primary objective, whilst at the same time being fair and transparent, and being seen to be so. The process featured a number of different selection methods, including a structured panel interview, presentation, analysis exercise, psychometric assessment and role-play. Feedback received from all the people concerned was that it was an exacting, but fair process - it did everything that I wanted it to, and culminated in a very successful appointment.

Steve Greenfield,
County Trading Standards Officer at Suffolk County Council.

Improving the Selection Process for Trading Standards Officers at Essex County Council

Using his in-depth knowledge of Trading Standards and the wider regulatory services sector, David was able to help us improve our selection process for TSOs. He did this by helping us clarify what we were really looking for in a good TSO, to think through and construct appropriate interview question sets and how the candidates' responses could be scored.

Malcolm Shead,
Acting Head of Trading Standards,
Essex County Council

Case studies:

Designing & Delivering a Time Management Skills Development Programme at a Large Trading Standards Service

DWHRC were asked by a large Trading Standards Service to design a time management training programme, suitable for all the department's staff. The programme was to feature a one-day training course, augmented by a suitable video/DVD and a custom-designed workbook. Ultimately, a series of four training days were carried out, in a one month period, covering all the department's staff. This resulted in an across-the-board improvement in the way that the Service managed its overall time-resource.

The Recruitment of the Head of Environmental Services for a Rural District Council:

DWHRC were commissioned to recruit and select a new Head of Environmental Services at a rural district council. This project started with the determination of the key selection criteria for this role, and then compiling an advert to be placed in local and national media. DWHRC worked with the client's appointing manager and personnel department to determine the shortlisting criteria and then assisted with the shortlisting process.

A comprehensive, two-day assessment process was also designed. This featured a number of different components, including on-line personality profiling in advance of the selection days, managerial critical reasoning, an analysis exercise and a structured interview with a panel of elected members and senior officers. DWHRC worked with the authority's representatives in advance of the assessment and selection process to determine interview questions for each panel member to ask. DWHRC also facilitated the "wash-up" decision-making process at the end of day two, which culminated in a swift appointment decision being made.

The Next Step...

We offer a **free, no obligation first consultation**, to begin the process of analysing your needs, in order to advise you on how we might be able to help. Please take the time to look at our website, www.dwhr.co.uk, and then contact us - we look forward to hearing from you.

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- * Learning solutions
- * Assessment & selection
- * Psychometric assessment
- * Management & leadership development
- * Coaching
- * Team development
- * Outplacement



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Specialist assessment & development solutions for people in the regulatory services sector.

Who we are: What we do:

David Woollard HR Consulting (DWHR) is led by David Woollard. David is a Chartered Member of the Chartered Institute of Personnel and Development (CIPD), and an affiliate member of both the British Psychological Society (BPS) and the Association of Business Psychologists (ABP), and is qualified to level B Plus with the BPS in psychometric assessment. He also has a Masters Degree (MEd) in Learning & Development from the University of Sheffield.

DWHR has been working with many organisations in the regulatory services sector since 2002, and is currently working in partnership with the East of England Trading Standards Association (EETSA) and Blue Edge Consulting to take forward the Regulatory Services Test (RST). The RST is a psychometric assessment which has been specifically designed to objectively assess potential to carry out regulatory services work. It does this by focusing on performance-critical aspects of personality and aptitude relevant to the Regulatory Services context.

The RST helps add objectivity and structure to both shortlisting and interviewing processes. It has been shortlisted for the Public Sector People Manager's Association (PPMA) Recruitment Awards 2009 in the "Best Recruitment Innovation" category.



◆ Assessment, selection and promotion processes:

- DWHR have designed and implemented a large range of objective, fair and justifiable assessment and selection processes. Covering both Trading Standards and Environmental Health, processes have been designed at every level from trainee to Head of Service.
- We can call on the expertise of senior professionals and managers from both Trading Standards and Environmental Health to add rigour to the design and implementation of our projects.
- For any role that has a field-work component to it, we recommend the use of the RST, together with practical exercises based upon the RST's competency framework.



◆ Psychometric assessment of individuals and teams:

- In order to help people develop their self-awareness and performance, DWHR have at our disposal a comprehensive range of diagnostic instruments to look at the "bright side", "inside" and "dark side" of individual personality. This approach is at the core of the Leadership Development Seminar designed for the Association of Chief Trading Standards Officers (ACTSO). We employ other robust psychometric assessments to look at the effectiveness and functionality of teams.



◆ Training Programmes:

- DWHR's in-depth knowledge of the regulatory services sector has facilitated the customised design, delivery and evaluation of quality learning solutions in areas such as:
 - ❖ Recruitment, assessment & selection skills.
 - ❖ Coaching skills.
 - ❖ Presentation skills.
 - ❖ Performance management skills.
 - ❖ Negotiation skills.
 - ❖ Time management skills.

◆ Management & leadership development:

- Working with people on either an individual or collective basis, and using a range of developmental tools and approaches, DWHR specialises in management and leadership development in the challenging world of regulatory services. These tools and approaches include:
 - ❖ Comprehensive psychometric assessment.
 - ❖ Robust individual development plans, underpinned by structured coaching processes.
 - ❖ Group-based development activities.
 - ❖ 360° feedback.

◆ Team development initiatives:

- Starting from the perspective that the maximisation of the performance of teams goes to the core of organisational success, all organisations are concerned with the issue of team-development. This rarely happens on its own and usually requires pro-active attention. The DWHR approach always starts with an accurate analysis and diagnosis phase, establishing a benchmark against the key building blocks of team development. Individualised and robust team development processes can then be designed. These processes can include:
 - ❖ Tailored development plans for key individuals in the team, such as the team leader.
 - ❖ Training sessions for all members of team on highlighted areas, such as shared values, individual roles, communication processes, decision-making, conflict-resolution, inter personal skills, creativity and innovation.
 - ❖ Facilitated pairs sessions between key individuals in the team-system to enhance inter-personal and working relationships.