

Delivering National Assessment Centres for Store/Area Manager with a Leading UK Food Retailer

Background

Our client is a unique British food retailing business operating approximately 650 stores across the UK with 20 stores managed by each area manager. Area managers are typically drawn from the ranks of existing store managers.

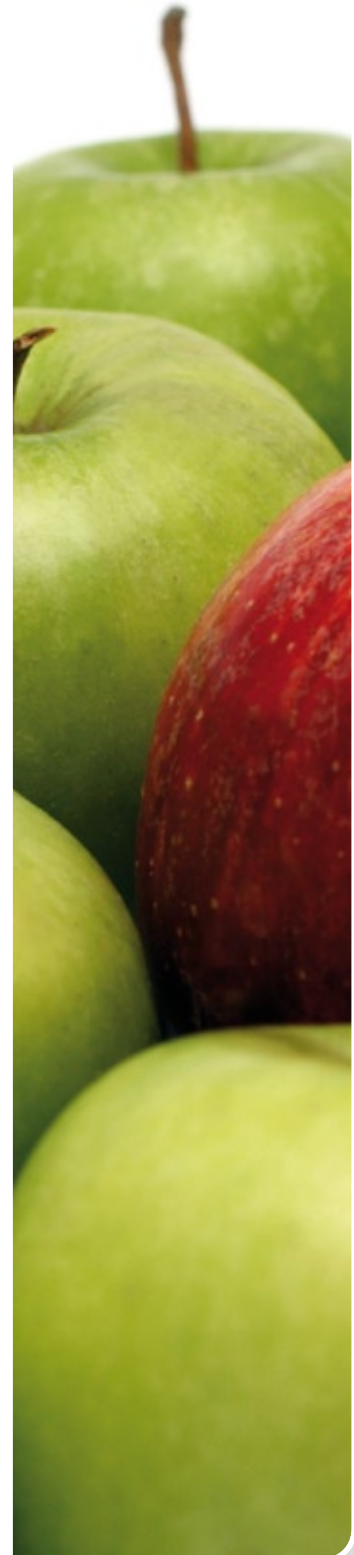
Requirements

Our client wished to predict from the store manager population which had the best potential to become area managers. Making the step from managing one store to managing 20 stores is a significant one and not all can make the seemingly daunting transition.

PreVisor's Solution

Having in place an already developed competency framework, the initial steps were to work closely with the client to refine this and ensure that it had appropriate behavioural indicators in place to form the basis of measurement for the Area Manager role.

To measure against the refined competency framework, PreVisor then developed a bespoke assessment centre, which comprised a range of exercises specific to a food retailing background. Having developed the exercises, PreVisor created a timetable and structure for the assessment centre and then trained the clients HR staff in order for them to operate as assessors in the future. Following a detailed exercise trialling process, the first assessment centres were delivered. At this point, PreVisor's consultants took the time to coach each of the internal staff to ensure that they understood their role and contribution to the outcomes of the centres. Development requirements were then compiled to assist successful candidates in their transition to the new role.



Outcome

The process was successful, delivering a consistent and robust assessment process to the client, and a new model to support their business. PreVisor successfully transferred ownership of the assessment centre to the client organisation so that it was able to run a national recruitment process through to recruitment of area managers, who were better able to make the transition in to the new role and deliver improved performance to the business.

CHALLENGES:

- Difficulty identifying potentials for role
- Difficult transition to role
- Competency framework alignment
- Training requirement

ROI RESULTS:

- Self-sufficient assessment centre
- Trained personnel
- Enhanced selection decisions
- Improved understanding of development requirements
- Improved efficiencies



Over 80 years of combined experience:



ASE



Brainbench

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A PreVisor
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QWIZ

TALENT
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