



## **A week in the life of Natalie Henville (Junior Consultant)**

### ***Monday***

I spent all of today working on a client project focussing around performance improvement and streamlining processes. This is a great project for me, as it enables me to get a very real sense of the organisational processes going on in the organisation that I will be spending such a considerable amount of time on over the next few months. I will be working on the project a lot this week in many different ways but today I have been processing the activity analysis spreadsheets that we have been asking the participants to fill in detailing the tasks they carry out over their day. Quite a laborious task as we are expecting around

1000 of these forms to come back in, but really interesting at the same time- I may have a different view after a few days of this!

### ***Tuesday***

I am continuing my work on our performance improvement project today, but this time I am locked away in our boardroom with a process map which stretches from one side of the room to the other-twice! I am transferring this data over onto an electronic process map using Visio. This is the first time I have used Visio which is a bit of a learning curve, but it's going well and it's great to see such an initially confusing process look far more streamlined. It also gives a great insight into the workings of such a fascinating organisation. I will be using this map to identify areas of delay or inefficiency which we hope will lead us to make significant improvements to the organisation.

### ***Wednesday***

I have been in Wiltshire today, conducting one to one interviews with participants as part of a new project for an longstanding client of ours. It is a large scale research project, working under extremely tight deadlines, so I will be spending a lot of time on these interviews across the length and breadth of the country. The information we are receiving is extremely confidential, and dealing with a highly sensitive subject matter, which is very interesting but also requires a huge amount of discretion and attention to detail when capturing the information to ensure it is reported back to the client with maximum accuracy.

### ***Thursday***

Today I have come into central London with one of our Account Directors, who is also the Project Manager for the largest project that I am involved with. Today we will be speaking with our key stakeholder to go through the proposed budget for the new phase of this project. This work is carried out over several different sites across the country. I am responsible for ensuring this process runs as smoothly as possible and maintaining communication across our large team of consultants, so I was asked to attend the meeting in order to give my insight of the workings of the project on a practical, day- to- day basis , which will inform our discussions around budgets.

## ***Friday***

Another day of interviews today, this time with a different client from Central Government. As part of our large scale performance improvement project, we are conducting interviews with all members of the teams we will be working with to assess their development needs and give them a little more detail about what we will be doing with them over the coming months. The information gained from these interviews will enable me to report back to the client and project teams to ensure we are addressing the needs of the participants, to ensure maximum buy-in and engagement from them. It is always rewarding to feel that you can make a difference to people's working lives, and they are always very happy to talk about it!