

change  
leadership  
digital  
learning  
project delivery



simplified  
change  
solutions

## We enabled the merger of two IT functions at one of the biggest retail banks

### The problem:

One of the big five banks wanted to merge two IT functions and right-size a new single IT function. However, there were thousands of disparate and inconsistent job profiles across the two functions making it difficult for the bank to have an objective view of employees' roles and responsibilities.

### The goal:

To simplify the job structure and introduce clear job profiles for 12,000 employees across the two functions. Also to ensure that the bank introduced robust and consistent performance management so they could objectively right-size the new, single function.

### Curium's solution:

We started by running a series of workshops with teams from across the two IT functions to identify the roles a single function would need to succeed.

We then designed the organisational structure and developed simple and clear role profiles to define the accountabilities, KPIs, skills, knowledge and behavioural competencies for each. This enabled the development of clear career pathways, talent management, performance management and the mapping of structured training against each individual role.

### The result:

We replaced thousands of disparate job profiles with simple, consistent job families and clearly defined roles. The training and development needs for each role were clearly mapped out, as were career pathways. This enabled the bank to introduce consistent performance management, allowing them to right-size the merged function in a fair and objective way.

It also meant employees in the new function had clarity on their role and responsibilities, understood what they needed to do to get to the next level and had the training and development support in place to help them get there.

To empower people and organisations across the world  
to achieve their personal and business potential.