

Digital Skills

Workforce for the Future

Consultancy Support Offer

As part of our Digital Skills – Workforce for the Future offer, SMEs registered onto the programme will be able to request consultancy support to help you identify and assess existing digital capabilities, and to improve, develop and embed enhanced digital processes and workforce skillsets into your business.

With our extensive range of sector-specific knowledge and expertise, we will work with you to understand your digital challenge or opportunity, to find the best approach for your business by matching your needs to one of our ‘*Digital Consultants*’ drawn from our academic, student and external consultant networks.

We will then work with you to investigate your specific business challenge or opportunity to provide fresh insights; recommendations; in-depth analysis and effective solutions to achieve your objectives.

Through the wider programme support, we will be able to identify possible training requirements for your employees, to support and compliment your project after the consultancy period, creating a holistic support package to drive your digital innovation forwards.

The purpose of the project may focus on:

- Develop scope – identify your issue to define possible solutions for future implementation and required workforce capabilities
- Deliver and embed – Develop your solution and how you can implement this into your daily operations and required workforce capabilities
- Review and evaluate – look at your current processes or activity and understand their productivity and capacity to perform required tasks
- Expand and innovate – identify how to utilise digital technology to create growth or increase productivity

How the consultancy project will work

- **Identify your digital challenge/opportunity** – you will be asked to submit a brief description of the type of support you are looking for and your challenge/opportunity identified
- **Submit your digital challenge/opportunity proposal** – this is a short form to provide further context around your potential project and define what outcome you wish to achieve to be successful. These will be reviewed to confirm the feasibility and suitability of the project for this support. *
- **Matching expertise** – if successful, you will then be matched with one of our Digital Consultants whose expertise fits with your challenge/opportunity
- **Initial analysis** – Our Digital Consultant and Business Development Manager will hold an initial project meeting with you to talk through your project in more detail and understand your expectations and agree the scope, requirements, outputs and timescales for the project.
- **Project delivery** – The project delivery phase will take place, with regular meetings between our Digital Consultant and your internal Project Lead to ensure the project deliverables remain relevant and are met
- **Project review and evaluation** – At the end of the project, an evaluation of the project and sign off will be conducted between the SME Project Lead, Digital Consultant and Business Development Manager.

*Due to limited funding, we cannot guarantee all projects will be funded.

Your commitment

While there will be no charge for our support through the digital consultant, as a business you will need to be able to commit your time and possible resources to support the project, including:

- ❖ Identify your Project Lead within your business and ensure they have capacity to commit to the project (this will include regular meetings with our digital consultant)
- ❖ Identify and ensure any other staff required to support the project deliverables are available
- ❖ Ensure our Digital Consultant has access to relevant company information, data and key stakeholders where required
- ❖ Potentially provide office space for the Digital Consultant to conduct some of their work (dependent on the project)
- ❖ Commit to completing the post project evaluation and impact report sign off with the digital consultant and Business Development Manager

Duration and timescales

Our Digital Consultancy projects will generally last between 2 – 12 weeks. The exact duration being agreed once the project is matched to one of our Digital Consultants and you have reviewed the project requirements in more detail.

Example areas of support

Due to our extensive expertise available, we are able to support a wide range of consultancy project requests and match expertise and knowledge in both your sector and challenge/opportunity identified.

While the project basis can be broad, we require that the project focuses on developing your workforce or digital capabilities as part of the project outcome.

Example projects that could be supported (but not limited to):

Leadership and Strategy

- Develop your business strategy to embrace future digital disruption
- Work with your management team to develop and embed your digital transformation
- How to pivot your business model to meet future needs
- Develop your information management and strategy for future growth

People, Culture & Organisation

- Collect and analyse expectations of staff in relation to the implementation of a future IT system
- Developing a digital skills analysis plan to support future development of your workforce to meet your business needs
- Feasibility study on remote/hybrid working for your business
- Creating a recruitment process to promote diversity and digital capabilities

Customer Insight and Interaction

- Create and embed your digital marketing strategy and how to sustain this
- Website or app design and review
- Implementing a Customer Relationship Management system
- Optimising your marketing analytics capabilities

Process, Operations & Data

- Improve your data management and analytics capabilities
- Cloud adaption and migration to support core business functions

- Detailed analysis and design of a specific information system
- Automation of current office systems

Technology and Security

- Feasibility study and recommendations on future Information and communications technology use
- Scoping of new technologies and how they may benefit your business
- Develop your cyber security capabilities by assessing current systems and processes and identify vulnerabilities

Nest Steps

Not sure if you have a suitable project or haven't fully formulated your idea yet? Contact us to discuss your idea.

When submitting your request, you will be asked to provide the following details:

1. Outline the challenge you are wanting to address (max 700 words)
2. Describe how the project's aims are aligned with your business's overall strategic focus (max 300 words)
3. Detail what support you are looking for from our Digital Expert (max 500 words)
4. We will review submissions after each submission point, and you will receive confirmation of the outcome within 10 working days
5. Detail how will this project develop your workforce's digital capabilities - i.e. develop existing digital skills, provide opportunities for existing staff to reskill, create new roles (max 300 words)
6. Detail who in the organisation will lead this project and any other staff members who will be involved (please use job titles only) if known
7. Detail when you would like the project to start and/or finish or if you are flexible around the timescale

Application Windows & How to apply

Application windows and submission deadlines are available on our [Digital Skills – Workforce For the Future Website](#).

Application forms will become available via the website and emailed to registered and eligible SMEs once the application window opens.

Contact us

The Digital Skills Team

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We log all our enquiries. We may also send you information about our products and services in the future. Please let us know if you do not want your details to be held for this purpose.



Is delivering Workforce for
the Future on behalf of:

