



Workforce Architecture

Capability Statement



Your 'Workforce Architecture' is the combination of workforce activities and systems that empower your people's productivity and ability to create value.



About Rivor

Rivor Advisory is a specialised and independent member of a global enterprise employing more than 4,000 people and providing business and technology-related services to various organisations and industries throughout the USA, Europe, Africa, and Australasia. For more than 40 years, our Group has collectively assisted in transforming the businesses of some of the world's largest and most respected brands. The ability of Rivor to tap into our group's vast expertise and global reach enables us to extend our support to organisations worldwide, all while operating from our Australian base. In doing so, we are proud to offer a seamless blend of local insight and global proficiency, ensuring our clients can take advantage of proven workforce architecture solutions specifically tailored to their unique needs.



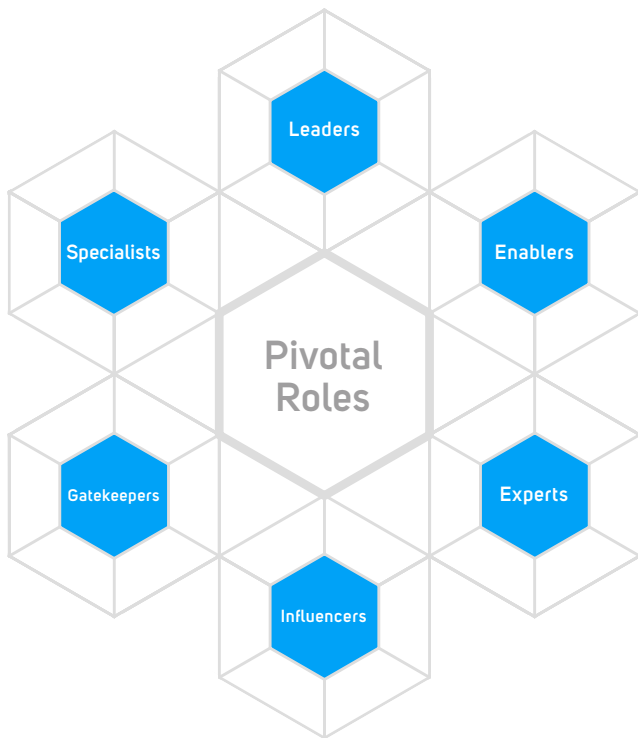


Making it work

Ours is a distinctive and highly practical advisory approach that is driven by our mission to ‘make it work.’ It starts with recognising that only people can create value and identifying and optimising the pivotal roles that play a decisive role in the success or failure of any project, process, or undertaking. These roles wield substantial influence over outcomes, and our in-depth understanding and analysis of them empower us to craft our innovative and tailored workforce architecture solutions. These solutions, in turn, enhance individual efficiency, promote collaborative excellence, and foster a culture of continuous development.

Focus on the pivotal roles

In every organisation there are pivotal roles that determine the success or failure of any undertaking. At Rivor, our starting point is to identify and optimise those pivotal roles so we understand who they are, what they do, and how they can best work together to help create value.



Leaders

We assist leaders by providing them with tailored guidance, resources, and strategies to enhance their decision-making abilities, foster effective communication, and inspire cohesive teamwork within their organisations.

Enablers

We assist enablers by providing them with streamlined tools, efficient processes, and comprehensive guidance to enhance their effectiveness in facilitating the achievement of those goals and objectives.

Experts

We aid experts by providing them with specialised resources, advanced tools, and collaborative platforms that further augment their knowledge, refine their skills, and facilitate their ability to contribute significantly to their respective fields and the overall organisational objectives.

Influencers

We support influencers by providing them with tailored resources, effective strategies, and insightful guidance to amplify their impact, expand their reach, and enhance their ability to inspire and drive positive change among their communities.

Gatekeepers

We assist gatekeepers by providing them with streamlined tools, efficient processes, and comprehensive support to optimise their compliance and decision-making procedures, ensuring a smoother flow of information and resources.

Specialists

We support specialists by offering them targeted resources, advanced tools, and a collaborative environment that fosters their continued professional development, encourages innovation, and enables them to make impactful contributions.

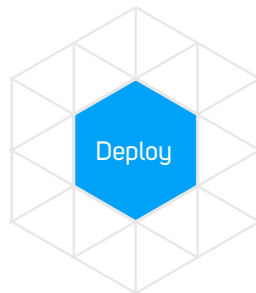
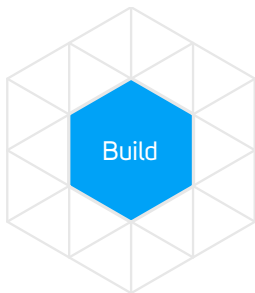


Making Workforce Architecture Work

In most situations, workforce architecture has become compliance-focused and frustrating to navigate. Rather than enhancing productivity or enabling the creation of greater value, the combined effect is to do the opposite. Rather than creating a stronger organisation that is responsive to change, Workforce Architecture often exposes the organisation to far greater risk by reinforcing a tendency to be silo-oriented and both unable and unwilling to change course. The key to empowering people to create value is to balance workforce architecture between compliance and choice appropriately.

Reorganise your workforce activities

Rivor helps organisations achieve a balance between compliance and choice by reorganising workforce activities to 'build', 'deploy' and 'reward' people for the creation of value.



'Building'

Organises workforce activities into what is needed to help people develop the knowledge, skills and attitudes required to meet strategic objectives.

- Adaptability & Change
- Authority Framework
- Build Analytics
- Careers & Succession Planning
- Competencies
- Content Management
- Goal Management
- Leadership Development
- Learning Management
- On/Off Boarding
- Organization Design
- Performance Reviews
- Recruitment
- Span of Control
- Strategic Alignment
- Talent Development
- Workforce Planning

'Deploying'

Organises workforce activities into what is needed to distribute organisational resources to effectively and efficiently meet operational needs.

- Absence Management
- Compliance Management
- Deploy Analytics
- EH&S Management
- Employee Relations
- Time Keeping
- Time Management
- Workforce Scheduling

'Rewarding'

Organises workforce activities into what is needed to effectively incentivise and reward performance to ensure optimal outcomes are achieved.

- Benefits Administration
- Career Growth
- Compensation Benchmarks
- Compensation Framework
- Disbursements
- Employee Benefits
- Long Term Incentive
- Payroll Processing
- Reward Analytics
- Short Term Incentive
- Statutory Compliance

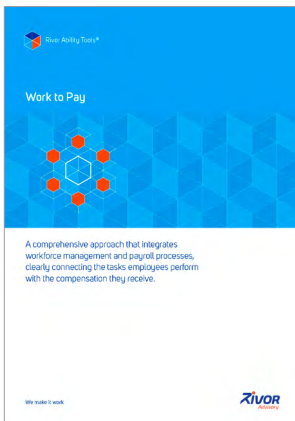


Our Ability Tools®

Developed to unlock your true potential and to tap into the inherent strengths, talent, and resources that lie within, our Ability Tools have been built on years of practical experience and know-how. Acting as an alternative to traditional consulting approaches, our Ability Tools are like smart guides that help you understand what you're doing well and what needs to get better. They direct attention to your strengths, helping you get better and pushing you closer to achieving your goals. At the same time, they also point out where you might be heading in the wrong direction, provide guidance on how to fix things, and give you the insight you need to quickly get back on track. These tools are designed to dig deep into how value is created, making sure you're ready and able to handle whatever comes your way.

Unlock your potential

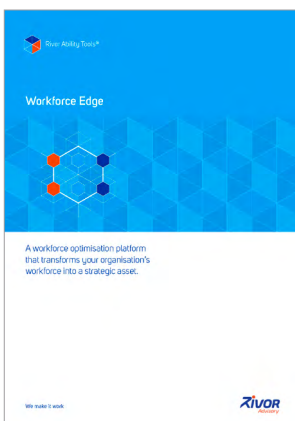
Ability Tools that have been developed to specifically address Workforce Architecture issues include:



Work to Pay

Employee payment is commonly viewed as detached from overall operations. Yet, it's intricately tied to upstream activities in the Work to Pay lifecycle. A proficient Payroll service necessitates a realignment of workforce activities to prioritise the concept of Work to Pay.

Our comprehensive Work to Pay solution promises heightened productivity, reduced operational costs, and improved organisational outcomes. It enables the organisation to strategically build, deploy, and reward its workforce for optimal performance. With its built-in streamlined processes and accurate compensation, it fosters transparency and confidence in decision-making.



Workforce Edge

Imagine having a comprehensive understanding of workloads, the nature of work, changing complexities, and emerging pressures within your organisation. With Workforce Edge, you'll have real-time visibility into these critical factors, enabling you to optimise your workforce like never before.

Our platform equips you with the knowledge needed to make strategic investments in your workforce, identify priority areas where additional resources or skills are required, and ensure that your employees are deployed in the most efficient and effective manner. By aligning your workforce with your organisational goals, Workforce Edge allows you to achieve unparalleled productivity and success.



Project Snapshots

Rivor has successfully undertaken many client engagements throughout our 25 years of operation. These examples serve to showcase our proven expertise in evaluating and improving the robustness and efficiency of Workforce Architecture solutions.

Healthcare

Payroll System

We offered expert project management support for implementing a payroll system, acting as the client's project manager to oversee and coordinate the vendor's project management. This integral role ensured a seamless collaboration between all parties, fostering a successful and efficient payroll system implementation that met the client's needs and objectives.

Services Organisation

HRIS Implementation

We efficiently program-managed the implementation of a cutting-edge Human Resource & Payroll system across 23 diverse businesses. This transformative project involved comprehensive reengineering of HR & Payroll practices, surpassing industry benchmarks. The result is a streamlined, high-performing system, optimising workforce management and elevating operational standards across the organisation.

Healthcare

Workforce System

We offered essential project management support in selecting a workforce management system. This involved defining precise business requirements, skilfully conducting the RFP process, and adeptly negotiating commercial terms. Through meticulous management, the organisation secured an optimal workforce management solution, tailored to their specific needs, ensuring operational efficiency and productivity.

Government

Payroll Service Model

We successfully implemented a progressive Payroll delivery model in Shared Services, enhancing immediate delivery and supporting a new greenfield site. The strategic phased approach optimises efficiency, facilitates seamless integration, and empowers the organisation to achieve operational excellence and growth with a future-oriented vision.

Manufacturer & Retailer

Payroll Optimisation

We provided expert assistance in implementing a new Payroll operating model, skilfully integrating it with global support centres. This collaborative effort ensures a seamless and cohesive Payroll system, streamlining operations and enhancing coordination across diverse locations, fostering efficiency, and facilitating a unified approach to Payroll management.

Higher Education

Payroll Service Model

We engineered a progressive Payroll delivery model in Shared Services, implemented in phases for immediate improvement and support for a new greenfield site. This innovative approach ensures optimised service delivery, facilitates seamless expansion into new service areas, and sets the stage for a comprehensive, versatile solution to meet diverse organisational needs.



Aged Care

Rostering

We performed a thorough review of the Rostering & Scheduling function to enhance its efficiency in meeting business requirements. By identifying opportunities for improvement, this assessment paves the way for a more effective and streamlined scheduling process, ensuring optimal resource allocation and operational success.

Construction

HR, Payroll & Rostering Optimisation

We facilitated the implementation of a ground-breaking operating model, leveraging the organisation's investment in state-of-the-art HR, Payroll, and Rostering technologies. This transformative approach optimises workforce management, enhancing efficiency and performance, while maximising the value of their advanced technology suite for a seamless and innovative operational landscape.

Health Fund

HR Shared Services

We collaborated with the organisation to craft an innovative shared service delivery model for HR support services. This transformative project involves a comprehensive reengineering of current practices, driving performance to surpass industry benchmarks, fostering operational excellence and elevating the organisation's HR support capabilities.

Financial Institution

Payroll Outsourcing

We expertly supported an organisation in selecting and implementing an outsourced Payroll provider. This comprehensive assistance encompassed smooth transition management and meticulous testing of new payroll technologies to ensure a successful go-live. The result is a seamlessly integrated, efficient, and reliable Payroll system, empowering the organisation to focus on core operations.

Government Department

Payroll Service Model

We innovated a progressive Payroll delivery model within Shared Services, designed for sequential savings through phased implementation, culminating in an end-to-end service solution. This strategic approach optimises efficiency and cost-effectiveness, unlocking the full potential of the model, and ensuring comprehensive support across the organisation.

Construction

Employee Support

We created and managed a cutting-edge People Support Hub, efficiently handling diverse HR & Payroll queries from employees. This Hub, powered by Zendesk, provided seamless and streamlined support, enhancing employee experience, and enabling swift resolution of queries, ultimately optimising HR & Payroll processes within the organisation.

Private Healthcare

HR & Payroll System Implementation

We provided invaluable assistance in implementing a new HR/Payroll system across 19 entities, spanning over 20,000 employees. The project focused on standardising the payroll service model while crafting tailored HR solutions for each entity. This strategic approach ensures consistency, efficiency, and personalized support to optimise HR operations and payroll management company-wide.

Distributor

HR Shared Services

We provided expert guidance in reviewing and developing a shared services facility, centralising financially based transactions while creating Finance and HR centres of excellence. The revised business processes served as a solid foundation for a detailed systems design, seamlessly integrated into the implementation of their new financial systems (Oracle).

Emergency Services

Employee Support

We created a dynamic People Support Hub, efficiently handling Payroll-related queries and requests from employees. Powered by Zendesk, this streamlined platform offered swift, reliable solutions, enhancing the employee experience, and optimising Payroll processes, ensuring seamless support and accuracy for the entire workforce.



Outsourced Payroll

Employee Support

We successfully designed, built, and implemented an Employee Support Centre for a national client's 38,000 employees. This cutting-edge platform, powered by Zendesk, adeptly managed a wide range of Payroll queries and requests, enhancing employee satisfaction and efficiency while optimising Payroll processes for the outsourced provider.

Government

Payroll Integrity

Conducted meticulous business case reviews to identify under/overpayments and processing costs. Leveraging best practices, these calculations pinpointed areas for system validations and process improvements to address audit findings, control leakage, and rectify payroll errors. Targeted data analysis facilitated targeted improvements, ensuring efficient payroll operations and enhanced financial control.

Financial Institution

Payroll Integrity

Conducted a comprehensive assessment of payroll processes and policies, precisely identifying over and underpayments. Quantified the impact of payroll leakage and made recommendations for resolution. Guided in the remediation activities for various issues, including leave, Enterprise Agreement obligations, pay elements, superannuation, and special payments, optimising payroll accuracy and compliance.

Resources

Payroll Integrity

Conducted a thorough assessment of the current Payroll environment to identify payroll leakage and evaluate process controls. This in-depth analysis provides crucial insights into potential financial losses and areas requiring improvement, paving the way for enhanced payroll accuracy and tighter process management.

Transport

Payroll Integrity

Conducted a comprehensive assessment of the Payroll environment, identifying factors leading to an adverse Internal Audit review. Successfully implemented recommended actions to enhance the function's performance and quality, ensuring compliance and resolving underlying issues for an optimised and efficient payroll system.

Transport

Employee Support

Efficiently implemented an Employee Experience Management solution, streamlining interactions with employees for adjustments related to various legacy payroll issues. This comprehensive platform enhances employee experience, fosters effective communication, and facilitates seamless resolution, ensuring employee satisfaction and resolving historical payroll matters with precision and efficiency.

Retail

Payroll Integrity

Provided national assistance in assessing the financial impact of incorrect Enterprise Bargaining Agreement (EBA) interpretations. Currently managing the process of rectifying payments by implementing a case management system and operating a "resolution call centre." This comprehensive approach ensures precise resolution and effective communication, resolving EBA-related payment issues efficiently and accurately.

Higher Education

HR Integrity

Conducted a thorough review of the HCM environment, establishing necessary changes for generating trustworthy data. Addressing the diverse geographical spread, the assessment streamlined processes, ensuring standardisation while allowing tailored adaptations to suit specific organisational needs, ultimately optimising data integrity and improving overall HCM performance.

Healthcare

HR & Payroll Review

Conducted comprehensive HR/Payroll reviews for multiple Public Hospitals, ensuring efficient and integrity-driven operations. These evaluations, often requested as part of Internal Audits, optimise processes, enhance financial integrity, and foster compliance, providing valuable insights to strengthen HR and Payroll functions within the healthcare institutions.



Mental Health & Disability

Payroll Integrity

Conducted a comprehensive assessment of payroll processes and policies, identifying over and underpayments and quantifying the impact of payroll leakage. Provided recommendations for resolution, guiding remediation activities in areas such as leave, Enterprise Agreement obligations, pay elements, superannuation, and processes related to special payments, ensuring payroll accuracy and compliance.

Emergency Services

Payroll Integrity

Conducted a thorough review to ascertain the required changes to Payroll procedures for accurate employee payments, following previous operational improvements. These enhancements necessitated a different approach to assess employees' contributions, ensuring precise and fair compensation while maintaining compliance with evolving operational practices.

Higher Education

HR/Payroll Services

Crafted a comprehensive service model to efficiently deliver HR/Payroll services across all University entities. This entailed defining service scope, joint responsibilities, and performance metrics to manage service expectations. The detailed model was seamlessly integrated into the technology platform, ServiceNow, ensuring a unified and effective approach to service delivery.

Higher Education

HR/Payroll Services

Created a comprehensive high-level design for implementing a shared services model across multiple geographic locations within a University. The design encompassed a holistic business model, acknowledging future expansion beyond HR/Payroll to accommodate additional services. This strategic approach sets the foundation for an agile, efficient, and scalable shared service operation.

Higher Education

HR/Payroll Reporting

Played a key role in designing and validating reporting for an HR transformation at a "Top 10" University in the USA. This Tier #1 HR solution incorporated all HR components, and the reporting was meticulously analysed to align with business needs, enabling seamless implementation and optimising HR operations across the institution.

Higher Education

HR/Payroll Testing

Played a vital role in validating the design of a transformational HR solution, leveraging Tier 1 technology across diverse geographical locations. Developed a meticulous testing plan to ensure comprehensive testing and acceptance, enabling seamless implementation and optimising the organisation's HR operations for enhanced efficiency and effectiveness.

Higher Education

Payroll Performance

Conducted a thorough review and enhanced the Payroll function following the merger of 14 geographic entities into a single entity. This transformation involved redesigning all processes, leveraging the capabilities of SAP technology to ensure seamless integration and efficiency in Payroll operations across the organisation.

Healthcare

Payroll Review

Performed a comprehensive review of end-to-end Payroll processes to assess operational risks related to employee pays after implementing the new RT&A system. This meticulous evaluation ensures payroll accuracy and compliance, mitigating potential risks and optimising the efficiency of the payroll system for seamless operations.

Healthcare

Payroll Review

Conducted an independent review of the end-to-end payroll processes and service quality, evaluating the performance of a 3rd-party outsourced payroll service provider. This meticulous assessment ensures transparency, identifies potential improvements, and optimises payroll operations, fostering a productive and seamless payroll service experience for the organisation.



Healthcare

Payroll Review

Conducted a comprehensive review of HR/Payroll functions, evaluating opportunities for optimisation in technology and processes after SAP Payroll and SuccessFactors implementation. This assessment ensures seamless integration, identifies areas for enhancement, and maximises the potential of the new systems, driving operational excellence and efficiency in HR and Payroll operations.

Healthcare

RT&A System Implementation

Successfully conducted three selection projects for public health networks, comprising 20,000+ employees within a complex industrial setting. Provided end-to-end assistance in selecting an RT&A system, encompassing defining business requirements, conducting RFP, negotiating commercial terms, and offering ongoing Quality Assurance. Ensured a seamless and optimised RT&A solution for efficient workforce management.

Healthcare

HR/Payroll Shared Services

Pioneered a virtual shared service for HR/Payroll delivery, effectively serving 16,000 global employees. Devised and developed the new HR/Payroll service, managing its full implementation across the entire Group. This transformative initiative ensured seamless, efficient, and unified HR/Payroll support, optimising workforce management and enhancing operational performance company-wide.

Healthcare

HR System

Conducted a comprehensive review of HR functions to optimise technology and processes, following the initial implementation of Tier 1 HR components. Recommendations were tailored for upcoming components, focusing on HR team structures and processes to leverage business rules and functionality, ensuring a seamless and efficient HR operation.

Aged Care

RT&A Processes

Innovated a new approach utilising a Work-to-Pay best practice process model to enhance Rostering operations after centralizing the Workforce Scheduling team. Addressing resource allocation issues and financial pressures from agency reliance, this initiative improved overall customer experiences to meet and exceed acceptable standards, fostering efficiency and cost-effectiveness.

Local Government

Payroll Review

Conducted a comprehensive review of the Payroll function to meet Council's expectations for improved service quality and cost-effectiveness. Developed a robust business case supporting the implementation of changes to the operating model, paving the way for enhanced payroll services that align with organisational objectives.

Government

HR Shared Services

Developed a strategic business model enabling the transformation into a shared service provider. The Payroll & HR Systems branch within the Department initiated the implementation of Shared Services, extending services to multiple federal government entities. This initiative fosters streamlined operations, cost-effectiveness, and optimised service delivery for enhanced organisational efficiency and collaboration.

Transport

Payroll Review

Conducted a diagnostic review of support functions to identify opportunities for enhancing efficiency and effectiveness. The review precisely defined "core" business needs, enabling a staged solution rollout based on necessity and budgetary constraints, optimising resources and delivering improvements that align with the organisation's priorities.

Construction

Payroll Review

Performed a comprehensive assessment of the Payroll function's operations to determine if the technology and processes could meet global requirements and align with the implementation of a global Workforce Systems solution. This evaluation ensures seamless integration, optimising Payroll operations to accommodate the organisation's global workforce needs.



Construction

Payroll Operations

Expertly managed payroll operations, ensuring seamless continuity while enhancing the overall delivery model to incorporate best practice methods. This strategic approach optimises efficiency, accuracy, and compliance in the Payroll function, fostering improved service and meeting organisational objectives.

Emergency Services

RT&A System Implementation

Thoroughly analysed rostering requirements (Workforce Management Systems - WFM) through our WFM specialists, crafting comprehensive specifications for market procurement. This process ensures a tailored and efficient WFM solution, optimising workforce management, and driving operational excellence for enhanced organisational productivity.

Emergency Services

Complaints Management

Devised a robust solution to enhance the management of employee complaints, ensuring integrity and favourable outcomes. This comprehensive approach introduced new processes and procedures, bolstered by a new system, streamlining complaint handling and promoting employee satisfaction, effectively resolving concerns within the organisation.

Financial Services

HCM

Led the design, implementation, and global deployment of a transformative HR initiative utilising a Tier 1 HR technology platform. Over an 18-month comprehensive project, this initiative significantly improved HR functions and overall business performance, streamlining operations and driving efficiency across the organisation.

Retail

RT&A Implementation

Provided crucial support in implementing a new Rostering system, enabling best practice Work-to-Pay processes for enhanced integrity and performance. This transformative initiative optimises workforce management, streamlines operations, and fosters improved overall efficiency, ultimately benefiting the organisation and its employees.

Retail

Payroll Operations

Efficiently managed the Payroll function for several months and skilfully transitioned it to a new operating model, aligning with global and regional expectations. This strategic initiative optimised payroll operations, ensured compliance, and enhanced service delivery, empowering the organisation to meet its goals effectively and seamlessly.

Financial Services

Payroll Service Model

Innovated a new payroll delivery model with a Payroll Outsource vendor, expertly overseeing its successful implementation. Assisted the client throughout the design, development, and transition process, facilitating a seamless shift to the new outsourced Payroll Service, enhancing efficiency, and ensuring optimal service delivery.

Financial Services

HCM

Played a pivotal role in validating the global design strategy for a transformational HR solution, utilising tier #1 technology across diverse global locations. Developed a comprehensive testing plan to ensure seamless implementation, acceptance, and optimisation of the HR solution, fostering efficiency and effectiveness in workforce management worldwide.

Emergency Services

Payroll Integration

Provided essential assistance in rectifying operational issues and strengthening payroll capability to normalise payroll function. After the merger of two entities and acquiring resources from another, the client faced challenges in managing daily payroll operations and legacy issues related to complex industrial arrangements for the transferred resources. Our support ensured efficient and seamless payroll management.



Mental Health & Disability

HRIS Implementation

Created a compelling strategic business case for investing in a new suite of HRIS technologies, driving organisational growth and service transformation. Provided expert guidance in managing the implementation of these technologies by third-party vendors, ensuring seamless integration, efficiency, and support to optimise HR operations and enhance overall organisational performance.

Mental Health & Disability

HRIS Change

Expertly guided the client in managing complex changes, engaging the workforce, and facilitating the adoption of a new operating model resulting from updated business practices. This transformative approach ensured smooth transition and alignment with the organisation's goals, enhancing workforce effectiveness and overall success.

Mental Health & Disability

HRIS

Crafted a compelling strategic business case to invest in an advanced suite of HRIS technologies, pivotal for fostering organisational growth and revolutionising the delivery and support of employee-related services. This visionary initiative maximises efficiency, employee satisfaction, and organisational success, propelling the organisation into the future with cutting-edge HR solutions.

Construction

Payroll Support

Implemented a streamlined ticketing system to efficiently address and resolve all employee queries and requests related to Payroll. This integration led to notable improvements in the Payroll team's efficiency and a notable enhancement in the overall employee experience.

Healthcare

HR/Payroll Implementation

Effectively oversaw the global implementation of an HR/Payroll system, establishing adaptable universal processes tailored to accommodate the unique aspects of each entity. This initiative resulted in significant performance enhancements and a notable increase in standardisation across the different entities.

Healthcare

Payroll Integrity

Conducted a detailed review of the payroll system and associated processes, examining the intricacies to ensure a thorough understanding of the fundamental integrity of the payroll function. This initiative sought to collect comprehensive insights into the system's reliability and accuracy.

Higher Education

Payroll Integrity

Thoroughly examined the payroll system and its associated processes, with a primary objective of evaluating the fundamental integrity of the payroll function. This investigation was conducted to gather in-depth insights and information concerning the reliability and accuracy of payroll operations.

Healthcare

Payroll Integrity

Implemented crucial modifications to the payroll processes and procedures, specifically targeted at enhancing the precision of payroll calculations. These adjustments effectively addressed numerous unresolved employee queries, contributing to an overall improvement in the accuracy and efficiency of the payroll system.

Higher Education

Payroll Integrity

Effectively oversaw the resolution of lingering employee queries related to pay disputes, including comprehensive query resolution and proficient management of all employee interactions. This approach ensures the preservation of an exhaustive audit trail, offering necessary documentation for potential future needs, especially concerning Fairwork Australia.



Healthcare

Workforce Planning

Formulated a comprehensive Workforce Strategy entailing the integration of workforce design and coordinated planning for service, financial, and workforce data. Devised a forward-looking workforce model tailored for Nursing & Midwifery and Allied Health, emphasising proactive workforce modeling to anticipate future risks, requirements, and supply-demand dynamics, encompassing Residential Aged Care settings.

Health Department

Workforce Planning

Crafted an all-encompassing Workforce Strategy and operational plans, integrating service demand and workforce supply modeling. Devised a dynamic supply-demand model tailored to rural, regional, and remote health services on a state-wide scale, focusing on nursing, midwifery, allied health, and medical services to meet specific regional requirements.

Not-For-Profit

Workforce Planning

Provided consultancy expertise in Industrial Relations and Workforce Strategy, contributing to the successful implementation of operational workforce plans at 6-12-month intervals. Offered guidance on structural design, workforce analytics, and effective strategies for talent attraction and retention, ensuring sustainable and efficient workforce management.

Public Sector

Workforce Planning

Crafted state-wide agile policy frameworks and streamlined processes to facilitate workforce mobility and surge practices during the COVID-19 pandemic. Contributed to the maturation of comprehensive government-wide insights pertaining to the broader dynamics and management of the state-wide public sector workforce.

Public Sector

Workforce Planning

Formulated a cohesive resource management strategy by seamlessly integrating workforce, location, finance, and technology strategies. Executed organisational and structural redesign initiatives, effectively minimising redundancy and reallocating resources towards emerging priorities for sustainable growth and development.

Higher Education

Workforce Planning

Established and executed an advanced planning approach, incorporating integrated scenario planning and enhanced analytics. Orchestrated organisational structural design, critical role and risk analysis, and strategic operational workforce plans to ensure efficient and effective operations in line with the organisational objectives.

International Sector

Workforce Planning

Created comprehensive operational workforce plans spanning the Health, Wellbeing & Biotech sector, Construction, Transport, Municipal Services, and Energy domains. Ensured the alignment of these plans with the sequencing of work programs, robust financial management, and the establishment of streamlined workforce structures to optimise operational efficiency.

Higher Education

HRIS Implementation

Effectively orchestrating the implementation of a comprehensive HRIS solution for a Higher Education service provider. Skillfully managing two software vendors for HR and Payroll to seamlessly integrate the solution across the entire project lifecycle, ensuring a smooth transition from design to operational stages.

Mental Health & Disability

Organisational Structure

Crafted a novel organisational structure harmonised with the updated 5-year strategy. Devised as a migration path over 5 years, this proposed structure signified a significant departure from the existing model, mirroring essential changes necessitated by the evolving business paradigm. It allowed the client to smoothly transition to the envisioned structure.



Contact us

For an obligation-free conversation about how you can leverage our expertise to optimise your Workforce Architecture, please contact me.

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