

# Business: Talent

## Case Study: East Devon District Council



East Devon District Council provides local council services for the East Devon District area of 314 square miles. It aims to improve people's quality of life within the District without spoiling the outstanding local environment.

**Graduate:** Charles Nicolle

Business Information Systems, University of the West of England

### Challenge

To continue ongoing work on integrating all the Council's departments into a new Customer Service Centre that aims to provide an improved service for Council users. To map the activities of Council Departments through the creation of flow charts and to begin work on the stages of the redesign process to enable enquiries to Council Departments to be routed through a front or back office, as appropriate.

### Project Impact

- Process mapping for the Environmental Health Department has been completed
- Work has begun on the process redesign for the Environmental Health Department
- The project has contributed to the progression of the entire change management programme into the new Customer Service Centre as each department takes around 4-6 months to complete
- In the long term it will help achieve improved efficiency in the delivery of the Council's Customer Service.

### Graduate Development:

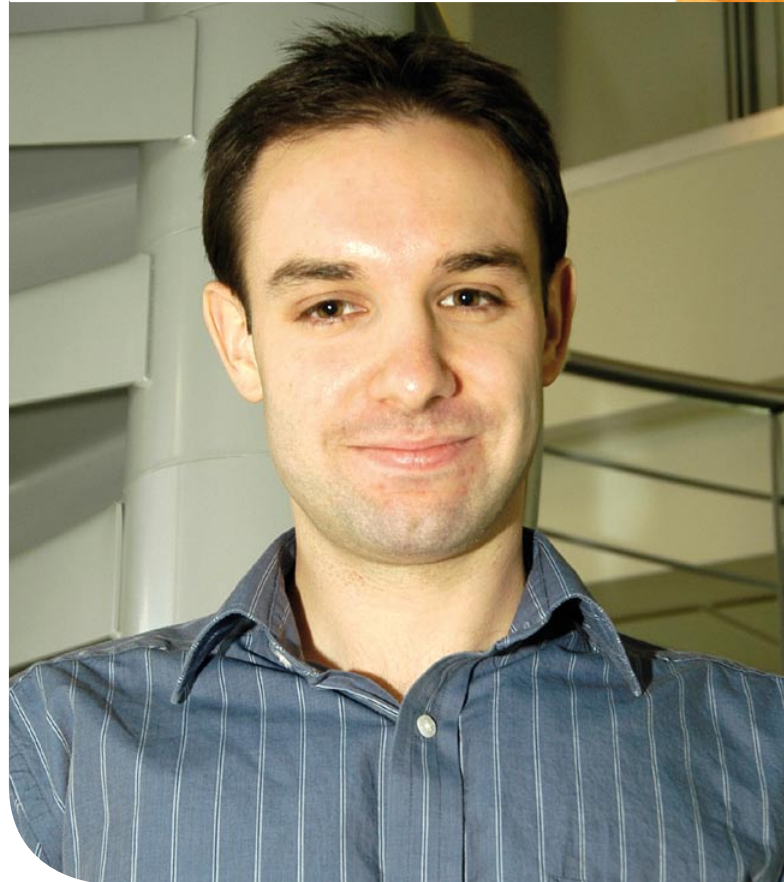
- Improved IT skills and increased knowledge of hardware and software developments
- Experience of applying the skills learnt from his degree course in a practical setting
- The graduate has gained additional programming experience in data management systems which will aid him in future processing and redesign work

“ Charlie has been able to achieve what no one else has on this project because we didn’t have the resources and it has also called for very delicate people skills. Charlie is the second GBP graduate who has worked with us and we have found both of them to be very high quality individuals who have been able to organise, run meetings and project manage effectively. ”

Chris Powell  
Head of ICT

“ My degree was in Business Information Systems and so this placement was the ideal progression to move from that area into process redesign work. Working in local government has been excellent in providing me with training and personal development opportunities and as my contract with the council has been extended, I’m hoping to continue working here for the foreseeable future. ”

Charles Nicolle



## Graduate Business Partnership **GBP**

The Graduate Business Partnership is a project-based twenty week placement run by the University of Exeter. Companies have been benefiting from the graduate placements since 1997 and many will “test drive” a potential new employee using this scheme. Placements can be arranged throughout the year and graduates will attend the ten day Business Training Course one day a fortnight with cohorts starting at regular intervals throughout the year.

**If you are interested in taking part, please contact:** Jane Gill, Employer Liaison Officer, Careers and Employment Service, The University of Exeter, Kay Building, North Park Road, Exeter EX4 4DF. Telephone 01392 263844 Email [j.gill@exeter.ac.uk](mailto:j.gill@exeter.ac.uk)  
View current projects and placements at: [www.exeter.ac.uk/business](http://www.exeter.ac.uk/business)

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