

## Redesigning the HR Operating Model

Organization Name: Public Transport Authority

Industry: Government

Revenue: \$1 Billion (AUD)

Employees: ~ 2000



### Mission critical priority

Build an HR operating model that is more employee-centric and to coach and provide managers with the tools and services to enable a trust-based, hybrid and flexible working culture.



### How Gartner helped

- **Provided case studies on HR operating models** from other organizations globally encountering similar problems, enabling them to gain perspective on their current management style and how it would need to shift post-pandemic.
- **Gartner's insights** were tailored to particular circumstances and not just limited to generic public sector/HR business partner models, thus giving real-time feedback on what works.
- **Gartner experts helped redesign the HR operating model** that was based on peer insight and subject to regular review.



### Business impact

With Gartner's support, the HR Executive Director was able to:

- **Capture timely trends** relieving the concerns and constraints of a hybrid environment for rostered employees.
- **Convince leaders to spend more 1:1 time with managers** to educate them on measuring an employee's productivity and change management styles, to be more flexible with their associates working from home.
- **Create an internal center of excellence** from all the insights received from Gartner to benefit the organization as a whole.

**"Leveraging both Gartner experts and the account executive team is such an invaluable tool to provide immediate guidance and pressure test plans."**

Brian Appleby, Executive Director People and Organisational Development, Public Transport Authority

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