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**Ref: The national Postgraduate Certificate in Shared Services**

**For immediate use**

**Baroness Hanham  
Presents Shared Services Graduation Certificates  
to Senior Public Sector Leaders and Managers**



*Baroness Hanham and Postgraduate Certificate in Shared Services graduates*

Baroness Hanham, Parliamentary Under Secretary of State at the Department for Communities and Local Government, presented graduation certificates to the second cohort of public sector leaders and managers who have passed the national Postgraduate Certificate in Shared Services on 13 December 2011, in London.

The six month postgraduate programme has been designed and delivered through a partnership between [Canterbury Christ Church](#) University and [Shared Service Architects](#).

At the presentation, Baroness Hanham praised the work of the university in setting up the programme and the students for completing the part-time certificate. She emphasised the important role shared services can play as an option for the public sector in delivering quality services in times of austerity. However, as they can be complex to develop and deliver, building public sector shared service skills and knowledge is very important to the success, and rapid delivery, of partnership projects.

Almost 200 councils, fire and police authorities, FE colleges and universities in England have put over 600 politicians, board members and senior managers through elements of the Shared Service Architect's programme, which is module one of the certificate. From that foundation, over 30 leaders and senior managers have moved onto the postgraduate certificate since October 2010 and the next cohort begins in February 2012.

Dr Wim van Vuuren, Programme Director for the university, thanked Baroness Hanham and went on to say that, *"Many politicians and senior leaders and managers have been thrust into shared service activity without sufficient training, putting both their organisation and their personal credibility at risk. Collaborative working is in fact very difficult, as is reflected in the low success rate of mergers and alliances in the private sector. The postgraduate certificate in shared services is a key to implementing successful projects."*

This has been a good career move for many of the senior managers who have completed the certificate.

Graduate Claire Taylor, Corporate Performance Manager, Cherwell District and South Northamptonshire Councils talked about the benefits of the programme, *“The post graduate certificate in shared services management is a practical and comprehensive guide to the challenges of setting up and delivering shared services. The knowledge, skills and tools explored within the programme have been invaluable and have helped me secure a new shared services role across two local authorities.”*

Jessica Harris, Relationship Manager for Libraries in the West Midlands, at Arts Council England and one of the new graduates felt that the three modules in the programme were very helpful. *“This course has strengthened my skills in supporting partnerships in my area of specialism, cultural services. Some of these partnerships are seeking to share services, whilst others are focussed on pilot projects which may lead to further joined-up work. I am now able to draw on theory and practical resources to help them build strong collaborations and to secure efficiencies and impact as a result.”*

For other students it has provided practical advantage.

Bukky McGlynn, Customer Experience and Strategy Manager at Surrey County Council Shared Services confirmed that, *“Doing the course was a fantastic opportunity to learn more about the shared services models, what makes them work and why many of them fail. I now understand the importance of developing a shared vision and collaboration in creating successful, sustainable partnerships. I have used the learning from the course to inform our partnership and commercial offering discussions.”*

Graham Rogers, Deputy Vice Chancellor, University of Wales (Newport), also a graduate on the programme, has been putting the learning into action in the development of closer working across the HE sector in Wales. Graham believes that, *“The course has provided the essential skills and a toolkit to establish a successful shared service, together with insight into how to avoid the pitfalls. It was excellent value for money.”*

The university is now inviting applications for the February 2012 cohort. More information on the postgraduate certificate is available from [wim.van-vuuren@canterbury.ac.uk](mailto:wim.van-vuuren@canterbury.ac.uk).

**For further press information on the postgraduate certificate presentation please contact:  
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