



# SQUARE THE CIRCLE

**N<sup>2</sup> (squared) Consulting** works with ambitious and highly motivated organisations to provide them with the structure, process and skills required to change, improve and grow.

Achieve your goals **aim for the improbable** - square the circle.

N<sup>2</sup> (squared) Consulting

NOT-FOR-PROFIT SECTOR

Help The Aged



change improve grow

Website: [www.n2-consulting.com](http://www.n2-consulting.com) Telephone: 0845 3311314



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## Taking a strategic approach to enable Help The Aged to manage its volunteer base better and deliver improved services to older people.

Help the Aged needed some assistance in reviewing and developing their internal volunteer programme. Help the Aged relies heavily on the good will, skills and time given by their thousands of volunteers.

N2 (squared) Consulting used their business planning skills to help the management team create a business case for the Directors around why Help the Aged should design and implement an improved infrastructure for managing its volunteers and become a more volunteer focussed organisation. Part of this process was to help the organisation think innovatively around involving volunteers in a much more strategic manner. By thinking outside of the box we came up with a number of different ways that volunteers could really add value.

The Help the Aged team successfully delivered the new business plan for a strategic volunteer programme to the directors and the implementation project is now underway.

### **Rachel Corry, Community Projects Officer, Help the Aged:**

*'N2 (squared) Consulting is currently working with Help the Aged to review the charity's volunteering function. N2(squared) Consulting has enabled the project team to identify the goals and objectives of the evaluation and has guided the team in the development of a clear and achievable project plan. We were especially impressed by Nik's structured approach and her ability to break major tasks into manageable assignments. This has enabled the team to identify key stakeholders who need to be involved in the review and has assisted the team in the development of a stakeholder engagement plan to ensure appropriate briefing and buy-in from all key stakeholders. Throughout the process, N2 (squared) Consulting have been very committed, professional, enthusiastic and flexible in her approach and time. Their strategic focus and clear understanding of our organisation's needs and objectives is enabling us to complete the review successfully and to the agreed timescales.'*

*'We are very impressed with the work of N2 (squared) Consulting and would gladly recommend them for any management consultancy work'.*

### **Daniel Pearson, Director Community Services, Help the Aged:**

*'Since Help the Aged started working with Nicola Davis in Spring 2005, I have been impressed by her enthusiasm, commitment, professionalism and understanding of the voluntary sector. She combines strategic vision, business planning and project management skills, which have been of great benefit to Help the Aged in our work on developing a volunteering strategy across the whole organisation'.*

### **Abi Lauder, Director of HR, Help the Aged:**

*'Nicola produced a comprehensive report on how we currently use volunteers and a business plan detailing how we could transform our infrastructure to offer our volunteer base more opportunities and support, and make best use of their vast range of skills to help more people in need. This plan was successfully presented to Directors in June 2007 and she was given their full endorsement to support the Directors of Community Services and Human Resources with implementation during the next six months.'*

*'I have enjoyed working with Nik and have found her input and methods of working to be professional, engaging and very inspirational. Her people skills are excellent and she has proven to be particularly adept at bringing difficult people round and working confidently through resistance when she has encountered it'.*

For more information on N<sup>2</sup> (squared) Consulting's services and how to get more out of your external consultants, please visit: [www.n2-consulting.com](http://www.n2-consulting.com) or call 0845 3311314 for a no-commitment consultation.



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