

# Unlocking skills insight for workforce planning

How we will build “the most capable  
workforce”



# Nationwide Building Society



## A good way to bank

Unlike the banks we are owned by our members, not shareholders. That's anyone who banks, saves or has a mortgage with us. Which means we can always focus on what's best for them. It's our fundamental difference and what makes us a good way to bank.



### Membership

Member-only products are just 1 of the benefits of being a member of Nationwide. You also get a say in how we're run through our Annual General Meeting (AGM).



### Social investment

We give 1% of our pre-tax profits to charities. Because we're guided by a social purpose and aim to make communities better places to live.



### Branch Promise

We know the importance of face-to-face banking. So, everywhere we have a branch, we promise to still be there until at least the start of 2028.

**Formed in 1884**

**~18K Permanent Employees**

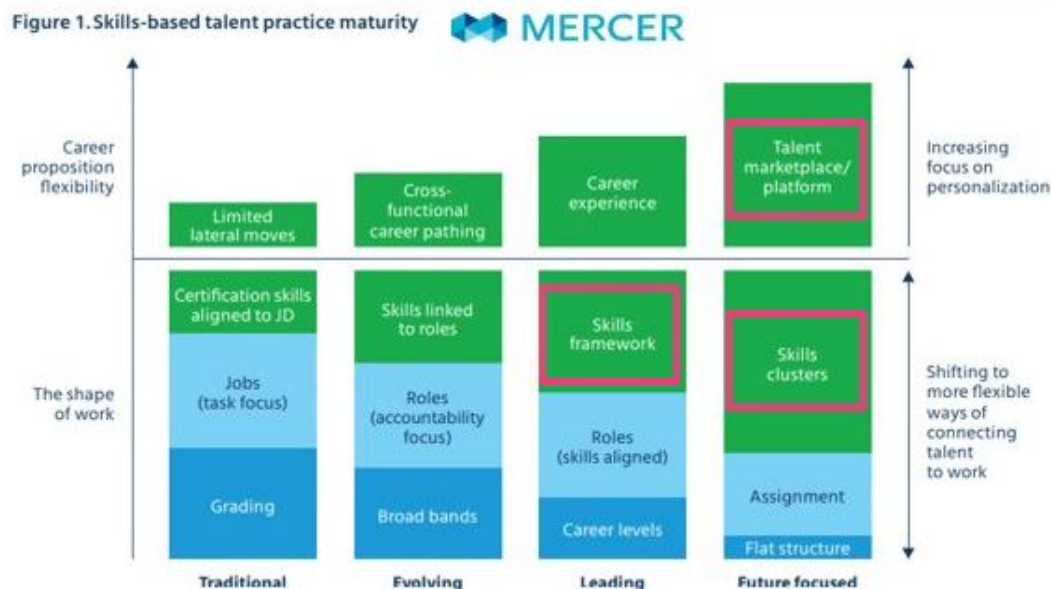
**Over 600 UK retail branches**

# Why Gloat? – A look back to our 2021 People Strategy...

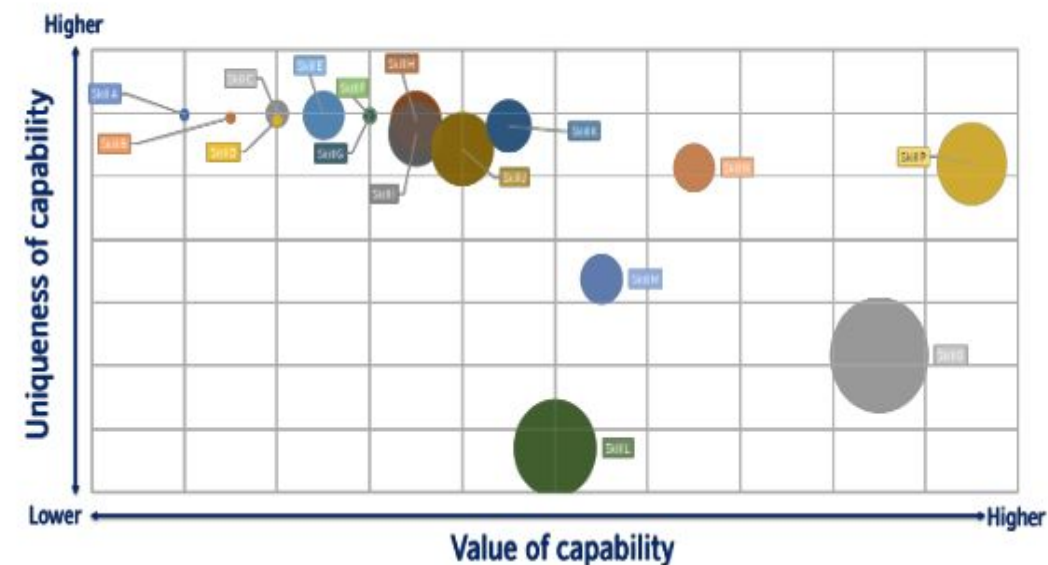


“The investment in an **Internal Talent Marketplace** platform seeks to deliver a current missing Society ability to **log employee skills, capabilities, competency levels, and learning needs** – then pairing this with development goals to automatically **highlight new employee opportunities**. This will enable a People Strategy outcome to continuously **reskill and upskill our employees**; creating significant future redundancy and external hire **cost avoidance**.”

## A future focussed approach to talent practice



## A greater understanding of the internal and external skills market

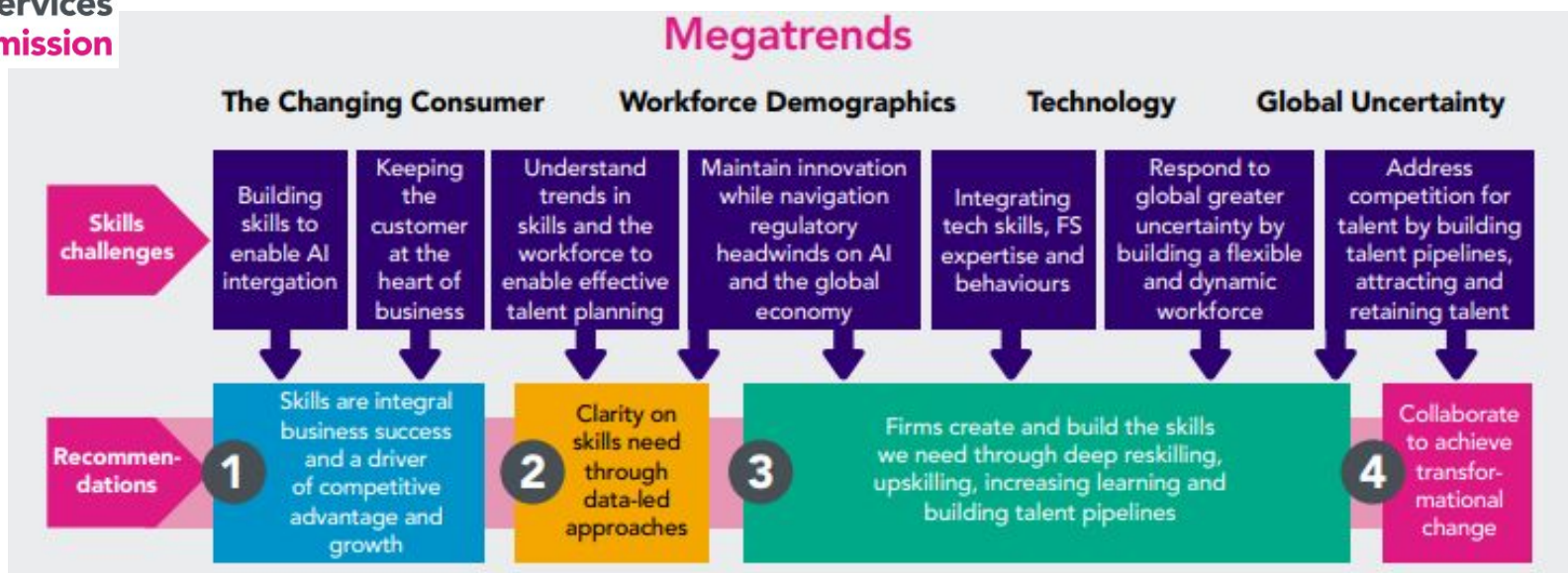


## A comprehensive skills taxonomy

1	Closest Capability	Skill Cluster	Skill
1519	Operational Management & Support	Management and HR	Leadership



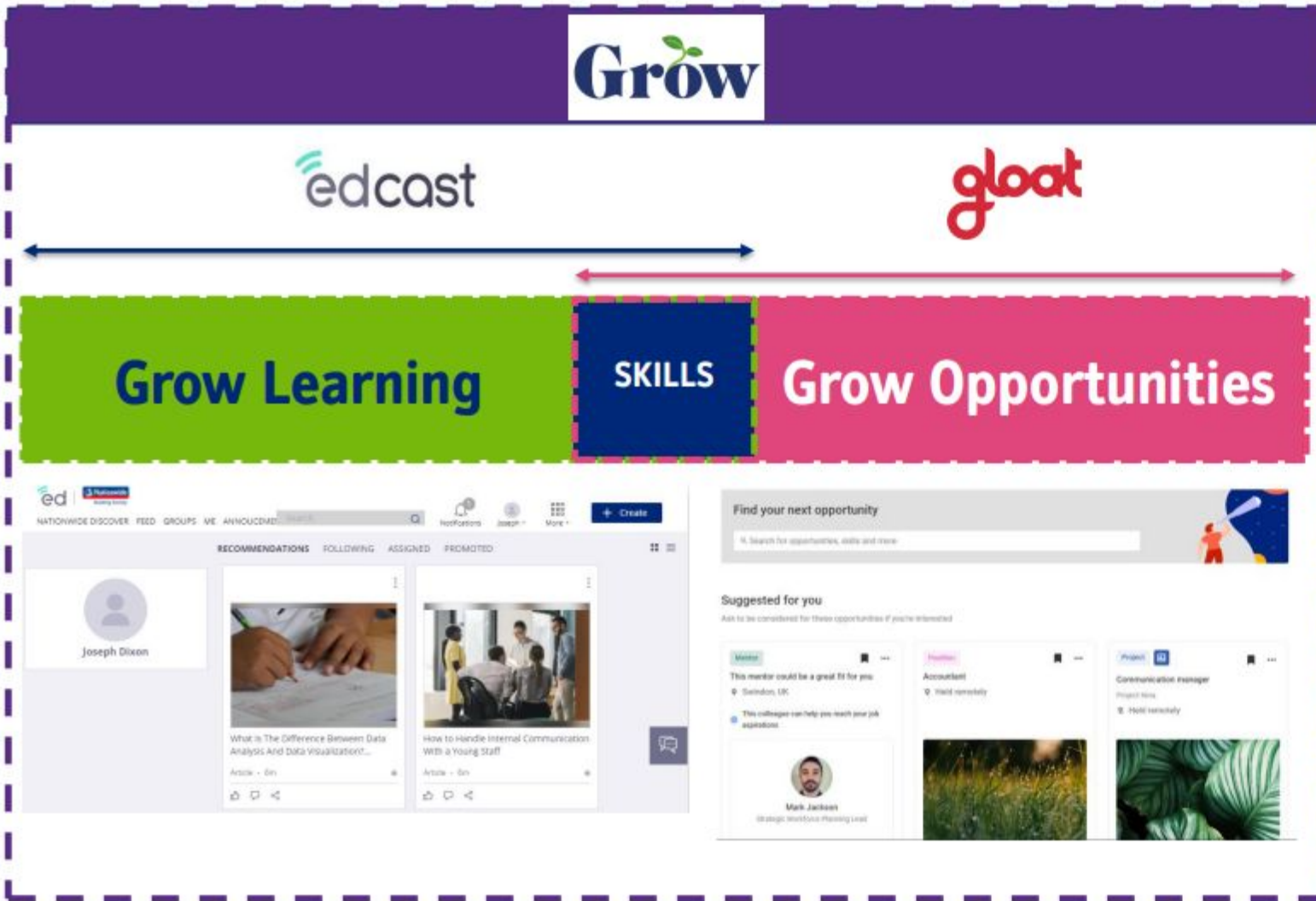
# Why Gloat? – Skills transformation in Financial Services...



**The sector already has a significant skills gap.** Investment in skills has not kept pace with changing skills needs – meaning we now have a skills and capability gap. Research by EY estimates that at least 16% of the UKFS workforce equivalent to 160,000 workers currently require upskilling, with an estimated 8% proficiency shortfall across all skills, including [FSSC Future skills](#).

**16%** currently require upskilling

# May 2022 – The big bang!



## What is Grow?

A learning and opportunities tool to help you grow.

## What does Grow Learning do?

- It's a one stop shop for learning - it will help you prepare for your next opportunity and keep your skills fit for the future
- It presents you with bite-sized, internal and external content, on the move, which is tailored to you

## What does Grow Opportunities do?

- Records your skills and matches these to permanent vacancies, projects and mentors.
- Gives a view of the skills in the Society and any skill gaps

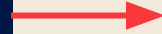
## How will Grow Opportunities and Grow Learning work together?

- By joining up the platforms, and driving a behaviour of developing skills, we will be able to track whether we are closing skills gaps
- As an individual, the platform can highlight skills gaps to you and link them to learning

# May 2024 - Enabling “The most capable workforce”



Helps colleagues find their next chance to develop by matching their skills and development skills with opportunities across the society



## Strategic Workforce Planning

Allows collection of skills data to understand the skillsets of our workforce



Identifying current and future skills gaps



Deep upskilling of key roles aligned to industry and workforce needs



Enabling ‘the most capable workforce’ through a skills-first mindset



This helps us put our people and their skills at the core of our future workforce strategy



# Monthly Prize Draw

## Skill it to win it!


### How the prize draws work

To be entered, you'll need to have logged into [Grow Opportunities](#) to review and update your skills (if needed) in the month before the draw takes place.

The number of entries into the draw will be equivalent to your profile completeness score. The higher your profile completeness, the more entries you'll get into the draw.

Profile completeness score	Number of entries
0 - 1	1
2	2
3	3
4	4

Announcement

 **Chelsea Hill**  
Mar 5 · @2 1 share · Seen by 11,848 · ...

**Your March [Grow Opportunities](#) prize draw winner**

More than 2500 of you logged into [Grow Opportunities](#) again last month, meaning another £50 prize pot!


Congratulations to [Sunali Gainey](#) from Telephony (Savings) who is this month's winner 🎉

A special mention to Gino, the Golden Retriever, who starred as our adjudicator of the month and ran a tight ship to make sure no cheating was involved. I think we can all agree he looks handsome in a headset and will have the ladies lining up after this post!

Want to be in with a chance of winning up to £100 every month? [Take a look](#) at how it works and spread the word to increase the prize pot!

Don't forget, for quicker and easier access to [Grow Opportunities](#), you can use the Teams app located on the left-hand side of Teams. Depending on your screen size, you may need to click the 3 dots to see more pinned apps.

Good luck for next month's draw and remember, you need to **skill it to win it!** [see less](#)



Love Comment Share

👍 🧡 🗨️ You and 50 others





# Skills Dashboard Demo





## Skills for all practitioners of risk



### Beginner

I've only just started to understand this skill. I have done an online course or some reading about the subject. I've touched on this skill in my role or previous roles but would need supervision and/or detailed instructions to perform the skill confidently.



### Intermediate

I use this skill in my current role or have used it in previous roles and am confident. I no longer need to follow instructions to use the skill and I can provide some basic training to others.



### Advanced

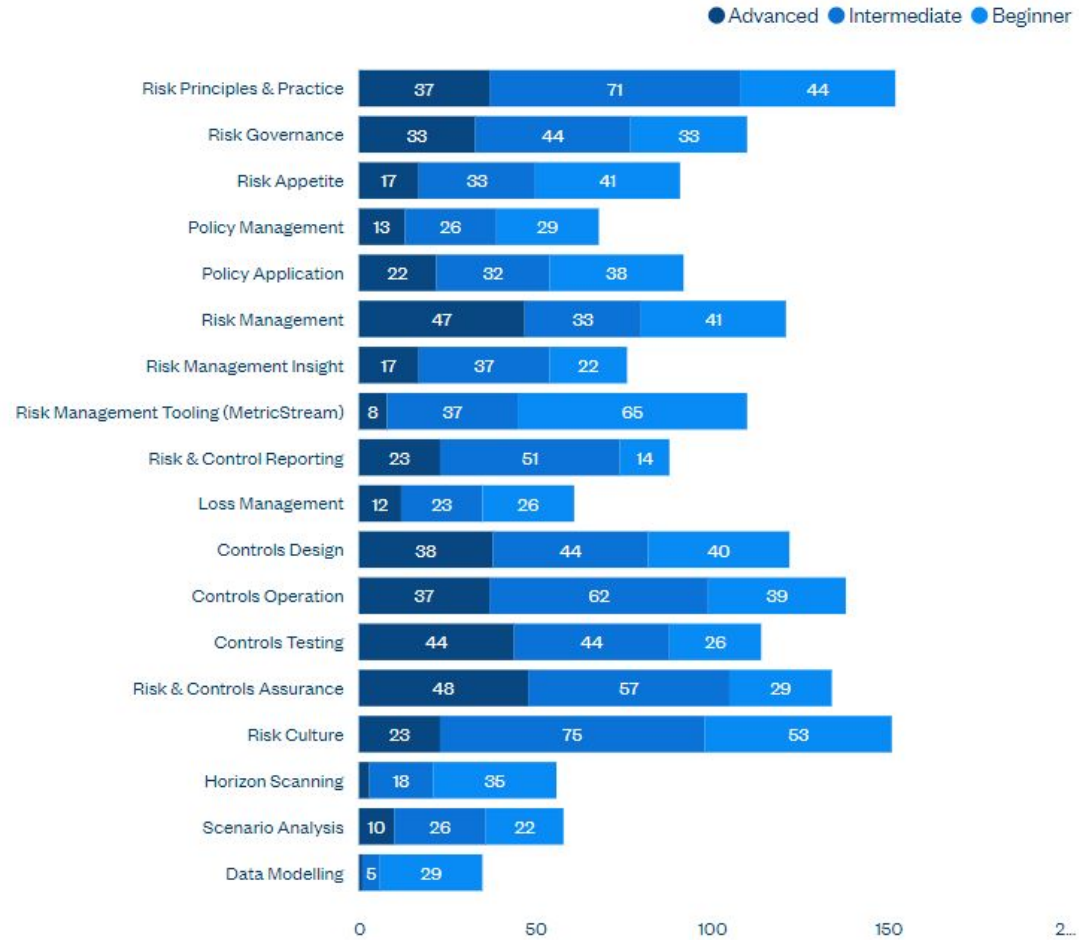
I'm highly confident in this skill. Colleagues in the Society reach out to me to share my expertise.

- > Risk Management Tooling
- > Risk & Control Reporting
- > Data Modelling
- > Loss Management
- > Scenario Analysis
- > Horizon Scanning
- > Controls Design

# Skills Frameworks – Understanding current capability



RCSF Skills by Manager Proficiency Rating



1,309  
Employees Listing Skills

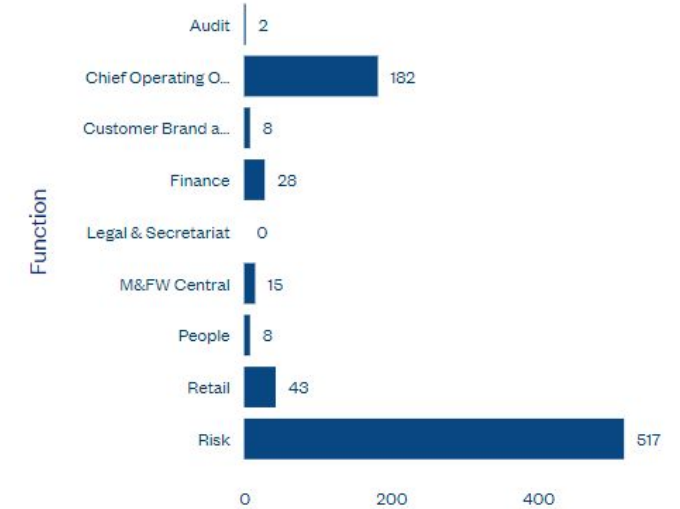
8,213  
Skill Count

7,665  
Employee Rated Skills

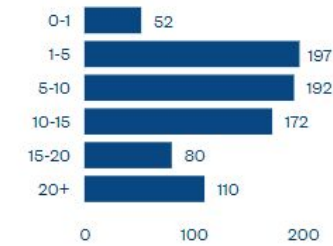
6,586  
Manager Rated Skills

6,560  
Rated by Both

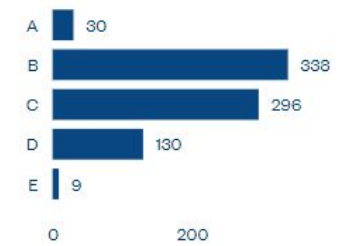
Employees with Manager Rated Skills



Tenure



Career Family





# Questions?