

The Faculty Office

Strategy workshop

Faculty Office – workshop summer 2019



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Workshop aims:

All FO staff to understand their roles:

- Considering the impact of new regulation/expectations on roles
- Thinking through how roles fit together, now and in future

Impact of new regulation and expectations

- LSB and others will examine FO capacity closely – needs to be developed
- The challenge is to do more with the same (or less...)

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Two main pieces of work:

- The development of an initial 'landscape' portraying the Faculty Office in its current context
- The development of a second 'landscape' portraying the Faculty Office in an anticipated future context

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A combination of approaches :

- Group discussion and debate
- Creation of a physical landscape, both current and future
- LEGO® Serious Play® methodology

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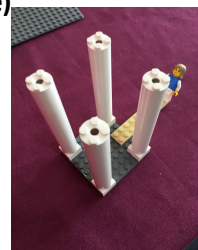
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Example 1 (not an FO one)

- Need for continuity
- Need for humility
- Being seen as unapproachable
- (the towers indicate us being out of reach)



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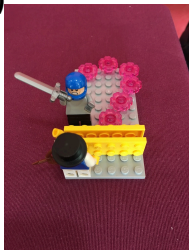


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Example 2 (not an FO one)

- Division amongst leaders
- Competition for resources

• (the yellow barrier indicates division between departments; black hat man holds resources we need to secure)



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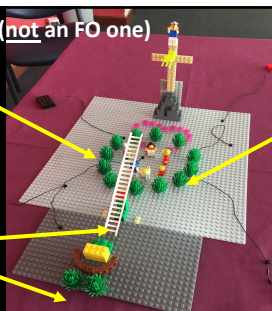
Example 3 (not an FO one)

No differentiation between churches and ministries – supporting each other (trees)

Leveraging resources and goodwill (resources coming in on the ladder)

A thriving community – communal working together

Connections to the external world (black ropes)



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The agreed key role of the Faculty Office

- To protect and serve the public
- To protect and serve 'professionals' (notaries and clergy)

In the context of:

- Notarial regulation
- Issuance of special licences
- Provision of marriage law advice
- Enabling the issuance of Lambeth degrees

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Current landscape:

Perceived current strengths (pink cards)

- Competent and expert
- Embracing change
- Strong, stable team
- Blank card – symbolising ability to move forward without preconditions

Perceived current issues (blue cards)

- Our people don't like change
- Too much resentment of things being 'done' to us by external bodies, and can get into a negative or cynical mindset
- Tension between management, strategy and implementation

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Future landscape:

What's likely to go well (yellow cards)

- Strong, skilled team can drive forward in new directions
- IT project can be positive
- Office reorganisation can be positive
- Ongoing good external relationships

What's likely to not go well (green cards)

- Responding to external threats and regulatory predators
- Lack of resources (time, people and money)
- Is the Faculty Office indispensable?
- What's the value of the Faculty Office?

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With a cloud of issues circling, including:

- Succession planning / HR
- Budget planning - lack of reserves
- Internal IT systems
- Changes within the CofE
- Demographic threat to notarial numbers
- AI replacing need for people
- Lack of energy / capacity
- Capacity to respond to increased regulation
- Market pressures
- Web competition and challenges
- Costs of regulation
- Threat of de-regulation
- Suitability of physical offices and link to LBMW
- Need for increased transparency

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Action plan summary:

- Creation of a concise, forward-focused development plan
- Development of a matrix organisational chart, with revised JDs
- Definition of a process for succession-planning
- Introduction of a monthly, structured briefing
- Development of the physical/IT environment surrounding the team
- Development of the whole team re relevant key skills and knowledge

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