

Knowledge
Transfer
Partnerships

Graduate Case Study



Agriculture/
Biology/
Biotechnology/
Computing/
Design/
Ecommerce/
Engineering/
Food/
Management/
Materials/
Marketing/
Quality/
Science/
SocialScience/

www.ktponline.org.uk/graduates



Associate Profile: Sarah Barnard

Name: Sarah Barnard
Qualifications: BA Hons Business Studies, NVQ level four in management, MPhil Performance Management (currently studying)
Current Role: Business Performance Manager, Bournemouth Churches Housing Association (BCHA)
Location: Bournemouth

IN MY KTP I...

BCHA is a charity that provides a diverse range of housing, support and learning services for socially excluded people. Recognising the need to improve its ongoing performance, my KTP project sought to establish a performance monitoring and management framework to address BCHA's structure, services and funding. In practice, this meant establishing a framework using a combination of long-term (Business Excellence Model and Strategic Management Systems), medium-term (Project Management Systems) and short-term (Balanced Scorecard) tools.

HIGHLIGHTS OF THE PROJECT...

From a business perspective, I really feel that the KTP has transformed BCHA. Quarterly performance management meetings now take place which link performance to strategic objectives and involve everyone from the CEO to front line staff. This is a real step change for the company and is crucial to its ongoing success. I took a significant role in making this happen. From a personal point of view, the KTP has given me great opportunities to develop my own skills. The experience has given me the gravitas and confidence to work in business at a strategic level, which, coming straight from University, is an important outcome.

THE BEST THING ABOUT BEING A KTP ASSOCIATE IS...

My KTP has allowed me to make a significant contribution to the strategic direction of the business – and I'm not sure many other graduates at this stage in their career could say that.

FROM KTP I HAVE LEARNT...

I used my training budget to strengthen my understanding and knowledge of performance management systems. I completed the Accredited European Assessor qualification with the EFQM and BQF, which is a huge achievement. I also completed the Dale Carnegie Leadership and High Impact Presentations courses and achieved an NVQ level four in management. Because you have the freedom to use your training budget as you see fit, you can really add value to your experiences of KTP, as I've found.

LIFE AFTER KTP IS...

On completion of the KTP I was offered a permanent post with BCHA as their Business Performance Manager, which is a promotion from the KTP role. This brought with it a substantial pay rise, which is great, and I have also been given greater responsibility. This is strong recognition of the work I delivered during the KTP. It's helped me progress quickly.

I WILL RECOMMEND KTP BECAUSE...

KTP provides you with an intense period of personal development. If you're ambitious and hard working, then KTP will work for you. It has been a fantastic opportunity for me.

To turn your career options into great career options visit www.ktonline.org.uk or email graduates@ktonline.org.uk

"I am immensely proud of the project and what it has delivered. I really feel that the effective performance management resulting from this project will long continue to have a positive impact on the organisation."