PeoplePlus
People Skills Jobs

Task	Duration	Start Date	End Date	Resource Names	Owner	Milestone? (y/n)
DWP New Enterprise Allowance (NEA) Phase Two CPA 12a - Implementation plan	38	15/03/2019	22/04/2019		ENTERPRISE DIRECTOR	y
Contract Awarded / Standstill Period	10	15/03/2019	25/03/2019	LEGAL & CONTRACTING	ENTERPRISE DIRECTOR	y
Contract Signed	1	26/03/2019	26/03/2019	LEGAL & CONTRACTING	ENTERPRISE DIRECTOR	
SERVICE DELIVERY/OPERATIONS						
Review/update volume forecasts / assumptions	7	15/03/2019	22/03/2019	SERVICE DELIVERY	IMPLEMENTATION MANAGER & Head of Operations	y
Fortnightly cycle of Implementation Meetings	77	15/03/2019	31/05/2019	SERVICE DELIVERY	IMPLEMENTATION MANAGER & Head of Operations	n
Initial Implementation Risk Register developed	16	15/03/2019	31/03/2019	SERVICE DELIVERY	IMPLEMENTATION MANAGER & Head of Operations	y
Local and strategic partner engagement	27	26/03/2019	22/04/2019	SERVICE DELIVERY	IMPLEMENTATION MANAGER & Head of Operations	y
First meeting with DWP Performance Manager	11	18/03/2019	29/03/2019	SERVICE DELIVERY	IMPLEMENTATION MANAGER & Head of Operations	y
Confirm named contacts for JCP Third Party Managers	11	18/03/2019	29/03/2019	SERVICE DELIVERY	IMPLEMENTATION MANAGER & Head of Operations	y
CPA level business support mapping exercise	31	15/03/2019	15/04/2019	SERVICE DELIVERY	IMPLEMENTATION MANAGER & Head of Operations	n
Directory of BIS start-up loans providers mapped	14	15/03/2019	29/03/2019	SERVICE DELIVERY	IMPLEMENTATION MANAGER & Head of Operations	n
Local referral/communications process agreed with JCP	35	18/03/2019	22/04/2019	SERVICE DELIVERY	IMPLEMENTATION MANAGER & Head of Operations	y
Finalise/Update NEA KPI Dashboard	38	15/03/2019	22/04/2019	SERVICE DELIVERY/ICT	IMPLEMENTATION MANAGER & Head of Operations	y
ESTATES						
Review access/room rotas at NEA Delivery Sites	11	18/03/2019	29/03/2019	ESTATES	IMPLEMENTATION MANAGER and Finance	y
Review access arrangements at outreach sites	28	18/03/2019	15/04/2019	ESTATES	IMPLEMENTATION MANAGER and Finance	y
Recheck access and availability of premises	28	25/03/2019	22/04/2019	ESTATES	IMPLEMENTATION MANAGER and Finance	
Equality Act compliance check at delivery sites	4	25/03/2019	29/03/2019	ESTATES	IMPLEMENTATION MANAGER and Finance	y
Final agreements and sign off for initial delivery locations		01/04/2019	22/04/2019	ESTATES	IMPLEMENTATION MANAGER and Finance	
Further premises reviewed		01/04/2019	On-going	ESTATES	IMPLEMENTATION MANAGER and Finance	
HR						
Review Initial position re Tupe	13	18/03/2019	31/03/2019	HR	HR MANAGER	y
Enter discussions if applicable re Tupe		25/03/2019	22/04/2019	HR	HR MANAGER	
Initial staff recruitment/Interim recruitment	35	18/03/2019	22/04/2019	HR	HR MANAGER	y
Supplementary Staff recruitment	166	18/03/2019	31/08/2019	HR	HR MANAGER	y
Confirm position and Initial discussions re Supply chain (if applicable)		18/03/2019	22/04/2019	HR	HR MANAGER	
Identify specific training requirements for staff and delivery partners (where applicable)	35	18/03/2019	22/04/2019	HR	HR MANAGER	y
Staff induction delivered	99	22/04/2019	30/04/2019	HR	HR MANAGER	
MARKETING						
Development of new marketing materials		15/03/2019	22/04/2019	MARKETING	Marketing Manager	
Update company Website and Social Media channels		16/03/2019	12/04/2019	MARKETING	Marketing Manager	
Update Phone numbers and contact lists and scripts		17/03/2019	12/04/2019	MARKETING	Marketing Manager	
LEARNING AND DEVELOPMENT						
Development of training materials, customer journey	14	15/03/2019	29/03/2019	SERVICE DELIVERY	PRODUCT AND PROCESS MANAGAER	y
Check availability of training facilities prior to contract award	4	11/03/2019	15/03/2019	SERVICE DELIVERY	PRODUCT AND PROCESS MANAGAER	y
Training for staff (where applicable)	64	28/03/2019	31/05/2019	BUSINESS SUPPORT	PRODUCT AND PROCESS MANAGAER	y
ICT & BUSINESS SUPPORT						
Desktop mapping JMS	13	18/03/2019	31/03/2019	ICT	IT MANAGER	y
Update / map JMS MI to all new NEA data requirements	28	25/03/2019	22/04/2019	ICT/MI	IT MANAGER & MI Manager	y
DWP data storage / movement compliance check	28	25/03/2019	22/04/2019	ICT	IT MANAGER	y
Order PC & laptop requirements for new starters	13	18/03/2019	31/03/2019	ICT	IT MANAGER	y
Business Support team updated and prepared	38	15/03/2019	22/04/2019	BUSINESS SUPPORT	BUSINESS SUPPORT PRODUCT MANAGAER	
Business Support Telephone comms amended	37	16/03/2019	22/04/2019	BUSINESS SUPPORT	BUSINESS SUPPORT PRODUCT MANAGAER	
PRaP staff training / integration / readiness	25	28/03/2019	22/04/2019	Claims	NATIONAL CLAIMS/PRAP MANAGER	y
QUALITY & COMPLIANCE						
Update Standard Procedures against NEA requirements/Provider Guidance	13	18/03/2019	31/03/2019	QUALITY & COMPLIANCE	HEAD OF BUSINESS SUPPORT & ASSURANCE	y
Develop Audit framework and management RAG tool	25	18/03/2019	12/04/2019	QUALITY & COMPLIANCE	HEAD OF BUSINESS SUPPORT & ASSURANCE	y
NEA compliance process mapped / cascaded	19	25/03/2019	13/04/2019	QUALITY & COMPLIANCE	HEAD OF BUSINESS SUPPORT & ASSURANCE	y
Business Continuity Plan set / implemented	28	25/03/2019	22/04/2019	QUALITY & COMPLIANCE	IT MANAGER	y
Disaster Recovery Arrangements set / implemented	28	25/03/2019	22/04/2019	QUALITY & COMPLIANCE	IT MANAGER	y
Feedback and complaint process updated / rolled-out as part of training	36	25/03/2019	30/04/2019	QUALITY & COMPLIANCE	HEAD OF BUSINESS SUPPORT & ASSURANCE	y
CPA to be added to Compliance Monitoring Tool (CMT) system	35	18/03/2019	22/04/2019	QUALITY & COMPLIANCE	HEAD OF BUSINESS SUPPORT & ASSURANCE	y
Quality & Compliance team staff to be allocated to CPA	0	21/03/2019	21/03/2019	QUALITY & COMPLIANCE	HEAD OF BUSINESS SUPPORT & ASSURANCE	y
Further/Continuous development of online tools	40	21/03/2019	30/04/2019	ICT	HEAD OF BUSINESS SUPPORT & ASSURANCE	y
Customer Journey and Key processes updated	28	18/03/2019	15/04/2019	BUSINESS SUPPORT	PRODUCT AND PROCESS MANAGAER	
Finance & Claims						
Claim validation process defined before training and cascaded during training	38	15/03/2019	22/04/2019	CLAIMS	NATIONAL CLAIMS/PRAP MANAGER	y
Claim processes updated and linked with JMS		16/03/2019	22/04/2019	CLAIMS	NATIONAL CLAIMS/PRAP MANAGER	
System updates if required in terms of partner set up and delivery		17/03/2019	22/04/2019	CLAIMS	NATIONAL CLAIMS/PRAP MANAGER	
Contract Cost Code set up		18/03/2019	22/04/2019	FINANCE	COMMERCIAL FINANCE PARTNER	
Budget review and set up internally at PeoplePlus		19/03/2019	22/04/2019	FINANCE	COMMERCIAL FINANCE PARTNER	
PROJECT DELIVERY						
Service Commencement	0	22/04/2019	22/04/2019	CONTRACT MANAGER	IMPLEMENTATION MANAGER and Finance	y

Gantt chart timeline columns: 14/03/2019, 21/03/2019, 28/03/2019, 04/04/2019, 11/04/2019, 18/04/2019, 25/04/2019