



## UK Excellence Award Judging Submission

### Best Team

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Nominee: **SCSO Transformation Centre of Excellence Team**

#### Outstanding performance:

- Why are you nominating them?

I am nominating the Transformation Delivery Team (The Team) for the best team. I'm a new colleague into the organisation and the team and feel that this team has deserves to be recognised. They have helped me, personally, a lot on my new starter journey and onboarding into Currys but also, with how closely the team work together and the value they deliver for the business. They have delivered positive transformational change across the areas they support since they formed. The team were formed in June 2022 by bringing together two teams and since this time they've gone from strength to strength.

Since joining I've recognised that the team have a real passion and energy of wanting to do the right thing and deliver value for our colleagues, customers, and shareholders. Whilst achieving greatness and being a team that is united in their mission, they also have a fun and personal side. The team itself is made up of 21 colleagues who bring a wealth and diverse level of experience, knowledge, and skills with 261 years of Currys experience within the team and broad experience from colleagues who have joined the team externally. With this they offer fantastic support to colleagues around the organisation and each other in enabling the successful delivery of our projects. There is a real team spirit and desire to achieve results that brings real value for the business.

Our team have been involved in a range of initiatives over the last year, and through their innovation and support have continued to drive value. Examples include setting up a new distribution warehouse from a standing start in record time, to improving the working conditions for colleagues in our local Customer Service Centres by scoping and delivering many improvements of different size,





helping to improve the turnaround time of customer repairs, and reducing the cost and environmental impact of our field engineers as they collect and drop off parts for repairs.

A team effort shines through, and an example of this is where they've co-created a team mission and team values that gets the full commitment from the team.

One of the other things I've noticed within the team is the desire to celebrate each others successes, but also if people are having a bumpy time, then they pick each other up. We touch base as a team twice a week where we connect on a personal level and share our focuses and achievements. This creates space for fun, collaboration, support, and recognition.

There is a community feel within the team, with knowing each other on a personal level through the sharing of personal plans, family news, birthday celebrations and pictures and memories from personal life. It's been fantastic getting to know the team on a personal level, as well as being within a team who has real drive and passion to support the business in delivering results.

I have not been a part of a team for a very long time where there is such a sense of pride, team unity, laughter and people who want to have fun, and this again is why I'm nominating them to be recognised as the Best Team. This welcoming spirit has made my joining the business much easier and joining a new team far less daunting.

**Teamwork/leadership:**

- What makes you love working with them?

The reason I love working within the team is the sense of pride, desire to deliver value and do the right thing, but also the personal and fun side. There is a focus on wellbeing through our weekly touchpoints where we have an opportunity to focus on ourselves individually. We use this time for celebration and to also support each other if there are any frustrations or challenges. Recognition comes naturally within the team, and this is something I've found to be rare in the past so it's fantastic to see how much the team recognise each other, but also other colleagues throughout the business.

To also shine a light on why the team is so great and deserves to be recognised I reached out to colleagues within the team to see why they also love working with the team and their reasons were:





“Our team understand and flex each others strengths. This means that, often, you are assigned work which you can feel passion for, to maximise your level of success. I love this element of our work distribution, and our support network is always strong”

“The level of flexibility in this team is incredible. There is a strong passion placed on mental health, ensuring that all of us can speak up if we are struggling”

“The autonomy to create my own destiny and balance my work, however, gain support where needed. As individuals we contribute, support each other and as a team we win!”

“The unique energy and enthusiasm between team members and the way that we help each other when the going gets tough when one of us shines, we all shine! (Oh, and the use of GIFs in team calls inspirational!)”

“Everyone from the grads up to our illustrious leader actively help anyone who needs support and because of the broad skills and knowledge set, from property maintenance through IT, retail engagement and finance to process improvement, we can answer virtually any questions and provide the support to any team member enabling the successful delivery of all of our projects”

“I love the feeling of everyone having a voice, being respected and learning from each other”

“Wellbeing and getting to know each other on a deeper level is priority. We check-in at the start and end of each week to see our focus, what we have achieved and what our plans are for the weekend - this adds a personal touch and helps the team in getting to know each other”

“I enjoy working within this team due its diversity and inclusive nature, coupled with its multitalented skill sets and experience levels”





“The team has a warm and caring nature and team members are always willing to lend a helping hand and work as a team to get the best results”

“There is an opportunity to learn new skills and qualifications should you wish to grow on your journey within the team”

“You can sense that everyone feels empowered and trusted to carry out their roles to the best of their abilities and enjoys it”

“Good team meetings and bonding sessions are held with nights out throughout the year to help keep everyone feel included and part of the team regardless of your role and area you support”

“I love working with this team because we are all like-minded individuals who just want to better the company we work for and face the same frustrations daily (the frustrations aren't nice, but having others who understand the annoyance is)”

“There is room and acceptance to be different to the rest of the team”

“I love the encyclopedic hive mind of the team. With the amount of varied experience, knowledge, and networks from across the Business”

Following on from the above and the various reasons why people love being in the Team our engagement team results also show that we have highly engaged team with 82% of having a positive sentiment and 0% negative sentiment.

**Innovation:**





- How do they think differently?

As many of us have a high level of knowledge in a particular area, we can use that knowledge to coach and support others internally.

The team is incredibly diverse in terms of experience, skills, and strengths but united in terms of spirit and desire to achieve results that add value to the business. Everybodys ideas are valid and valued and this gives us tremendous energy and the ability to pick up one of the team if they are over capacity or if things haven't gone to plan.

We are a team that proactively seeks opportunities, looks at the bigger picture and continuously strives to deliver value. We step up to challenges, find the positives where others have lost hope and create momentum to deliver and add value. We look out for the best interests of the business rather than working simply to make a name for ourselves.

We also shine through innovation with problem solving to help our customers, colleagues, and business - an example of this would be introducing equipment to prevent our products being damaged in transit. Our team has worked to collaborate with colleagues, test, and experiment to come up with great solutions which makes it easier and safer for colleagues. This also reduces the amount that that we lose as a business in product damage which, in turn, adds great value to our customers, colleagues, and shareholders.

There is also a strong focus on team development and supporting one another. Different colleagues within the team hold sessions to support their peers on different topics, such as Change, Power Point and Excel. In addition, there has been investment in the team with 15 colleagues getting accreditation in BQF project qualification and other colleagues going through Six Sigma. There is a passion within the team to learn and grow.

Our focus on development has meant graduate colleagues join our team on their first rotation. This gives them the opportunity to learn from a broad range of skills and experience, visibility in the organisation and the chance to get involved in really varied work. One of the graduates from 2020,





who really enjoyed the opportunity working in the team has now joined our team on a permanent position, which demonstrates our focus on people and their development.

Recognition is something that people sometimes find difficult to provide, but also to accept. It comes naturally to our team where people recognise each other, but also spend the time to recognise colleagues outside the team who have supported in delivery. We always want to recognise and celebrate people who have helped and delivered value.

Additionally, even though our team has grown substantially over the last year there is a really understanding of each other on a personal level, and not just professional level. This supports the team dynamics in being very strong.

A project Team is not often recognised; however, this team is unique in that there is a team focus on delivery, value, fun, well-being, development, and recognition.

**Added value:**

- How do they make things better?

When the team formed there were inconsistent ways of working, different approaches, and methods. The team has worked together to improve ways of working, connect as a team whilst looking at how we can deliver value to the business as a united team. Over the last year the team have worked hard to improve things within the team which directly impacts how we show up as a team and support the business.

Whilst evolving as a team, we continue to listen to the suggestions of our operations and our senior leadership team to deliver meaningful change to our business. We regularly improve areas of the business beyond others capacity and reach which normally doesn't directly benefit our team.

Examples of how we make things better for the business, customers and colleagues are by implementing new equipment, tools, technologies, updating of old processes, helping to keep







systems updated and operational which combined, improves the working environment whilst keeping the business compliant.

In addition, we help to shape the career paths of colleagues and future leaders via people initiatives, through improving current services and empowering colleagues to be more efficient in their roles. Everything this team does contributes to our core values within our business via cost reductions, efficiencies and modernisation which collectively has a positive effect on colleagues, customers, and shareholders.

To support our business, we also work closely with a multitude of departments from across the organisation and have great relationships, which our team continues to maintain and evolve. We recognise the importance of collaboration with colleagues and that, as a team, our delivery wouldn't be possible alone.

We give ourselves time to reflect, build on our strengths and improve our weaknesses. If we need help and / or feel disheartened, we draw on each others strengths to support each other. This helps us continually grow and be strong as a team, which reflects in how we support the business and deliver change.

Whilst we've had some great success so far, we also recognise that we're not perfect and we aim to continue to learn and grow. We have plans to evolve our ways of working which will give us an advantage in how we show up as a team and continue to positively support our organisation and colleagues.

