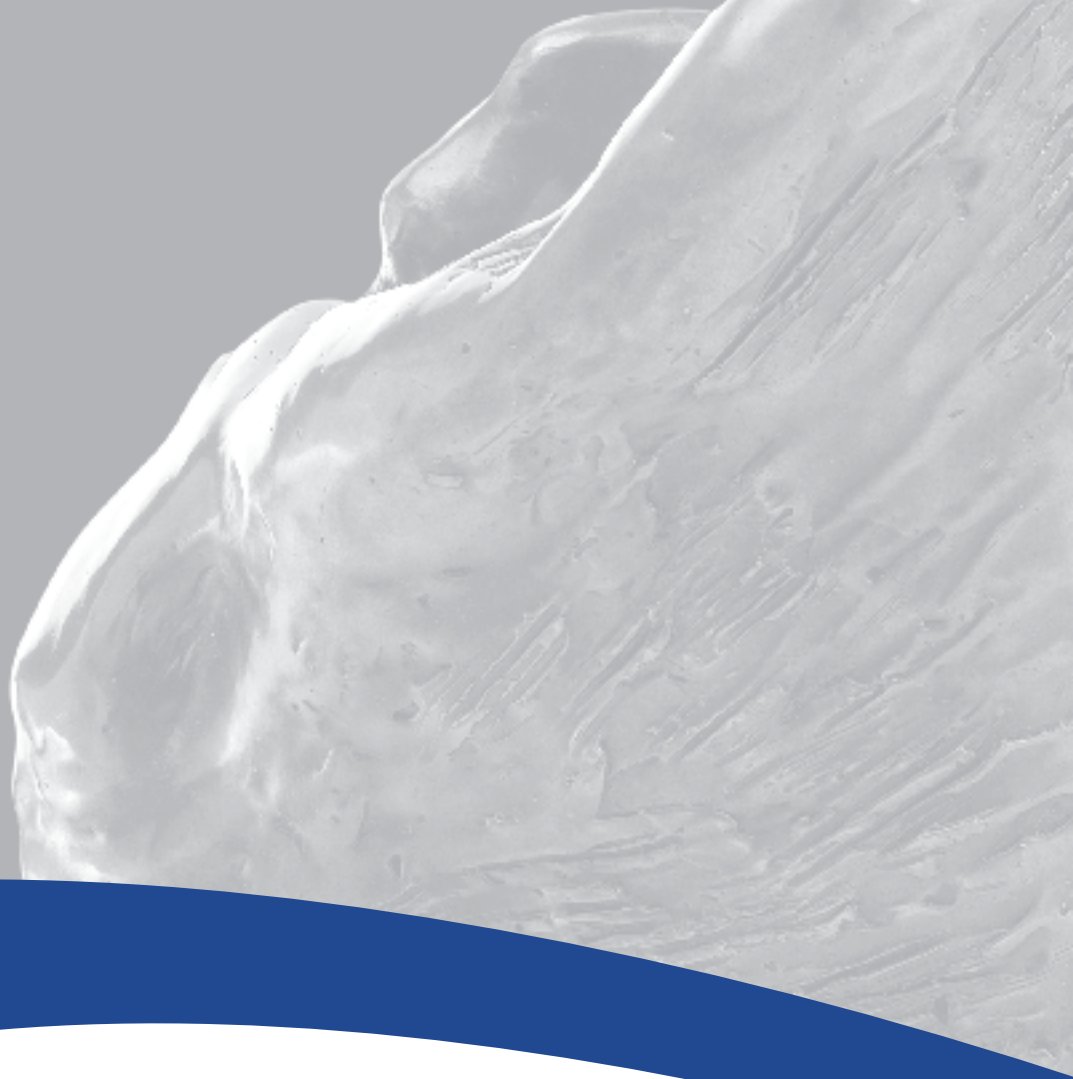


# Working with a Registered **matrix** Adviser



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This leaflet is designed to help you choose and plan your working relationship with a Registered **matrix** Adviser

## How a Registered **matrix** Adviser can help?

- A Registered **matrix** Adviser can work along side people inside the organisation to explore issues and then help you to deal with them
- A Registered **matrix** Adviser can bring new approaches and relevant knowledge and help you manage change
- They will have experience of working with many different types of organisations and can help disentangle what is a problem specific to your own organisation and what is common to other organisations
- They can be used as a sounding board and offer an independent opinion
- They can share good practice from other organisations
- They can provide objective advice
- They will be independent and therefore not involved in any internal politics

## Choosing your Registered **matrix** Adviser

You may wish to choose a Registered **matrix** Adviser directly from the Register or you may prefer to draw up a short list of possible Registered **matrix** Advisers. You need to decide on the factors that are important to you.

Some points to consider are:

- Do we need to go to tender?
- Relevant experience or background for your organisation
- Flexibility in responding to your needs
- Availability in your planned timescale
- Understanding your organisation and industry/ service sector
- Located for easy access to your organisation
- Costs and value for money
- Right personality/ style for your organisation although you will only know this after discussion with them

## Briefing the Registered **matrix** Adviser

The next step could be to arrange a brief meeting or phone discussion with (each of) your potential Registered **matrix** Adviser(s). Before the meeting or discussion it may be helpful to prepare some background material on your organisation and the issues. Information could include:

- Size and structure of the organisation
- Products and services
- Changes affecting the organisation
- Future plans with timescales

You may also wish to prepare a brief and this could include the following:

- Your perception of the issues
- What you would expect the Registered **matrix** Adviser to do for example, workshops, presentations, one to one consultancy
- How much support you anticipate needing
- The outcomes and benefits you expect to achieve
- The estimated timescales for the work
- How much work you will do in house
- Who will be responsible for leading/ managing the work
- Maybe some terms of reference
- How you will evaluate the outcomes
- If you require potential Registered **matrix** Advisers to tender for the work you will need to provide them with an outline of the information you require from them in a proposal

## Before deciding on a Registered **matrix** Adviser

Following your initial contact with a potential Registered **matrix** Adviser or when you receive the proposal(s) ask yourself the following questions:

- What approach will the Registered **matrix** Adviser take?
- Does it meet the needs of the organisation?
- Who will be doing the work (make sure the work will not be sub contracted)?
- What are the skills of the Registered **matrix** Adviser and do they match your need?
- Does the Registered **matrix** Adviser have experience and knowledge that is relevant to your organisation?
- Is the proposed timescale realistic?
- Are the costs etc. realistic?
- How will the work be evaluated?
- What arrangements does the Registered **matrix** Adviser have in place to deal with feedback?

## Making your selection

You will probably wish to meet the Registered **matrix** Adviser(s) you are considering or at least have a discussion with them over the phone. After your discussion some points to consider are:

- Do you feel confident and trust the Registered **matrix** Adviser?
- Is the chemistry right to work together?
- Is the Registered **matrix** Adviser clear about what you want to achieve?
- Is the approach right for your organisation?
- Is the Registered **matrix** Adviser willing to respond to your needs?
- Do they have the resources to do the work within the timescale?

You should also look at the cost /benefit analysis and consider:

- Will you get value for money?
- Are the fees negotiable?
- What are the bottom line benefits to the organisation in having this help?

## Agreeing the contract

Will you have a standard contract? If not here are some pointers:

The contract should state:

- Exactly what is to be done
- How long the key stages take and a completion date
- Fees and what is included in them
- Any expenses and definition of them
- How the work and the Registered **matrix** Adviser/client relationship will be reviewed and monitored
- Criteria for evaluating the work
- Basis on which the agreement can be terminated



The cover illustration shows a detail from 'Metamorphosis', an original sculpture by Will Bishop that was commissioned exclusively for the **matrix** Standard. The Standard is about people doing their best and achieving their potential. Metamorphosis expresses these qualities, providing an artistic embodiment of the values of the Standard.



**ENTO** is the guardian of the **matrix** Standard and acts as the Standard Setting Body.

#### **ENTO**

Kimberley House, 47 Vaughan Way, Leicester LE1 4SG

The **matrix** Standard enquiry line: 0870 770 2468

[www.matrix-quality-standard.com](http://www.matrix-quality-standard.com)



**EMQC** is responsible for the Assessment and Accreditation of the **matrix** Standard and acts as the Accreditation Body.

#### **EMQC**

Pentagon House, Third Floor, South Wing,  
Sir Frank Whittle Road, Pentagon Island, Derby DE21 4XA

EMQC enquiries: 01332 866 902

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