



HRCC – 2nd July 2024

Digital & AI Special Interest Group Update



Acting as the voice, being a technical resource and providing thought leadership in the City and financial services community

What next?

Contact us - info@cityhr.co.uk

- **Next event:**
 - **HRCC 9th July – Talent & Organisational Development**

- **Recruitment – Shadow Board, Board & Deputy CEO.**

- **Benchmarking survey**

- **SIG and Network roundtable meetings – *sign up!***
 - *Unlocking HR Excellence in Fintech and Private Equity: An Exclusive in-person Event for HR Leaders – 3rd July*
 - *Next Gen – 10th July*
 - *Wealth and Asset Management - 11th July*
 - *Digital & AI – 12th September*

Our speakers for today...



Laurie Ollivent
Linklaters



Sinead Casey
Linklaters



Richard Lambden
Cambridge Spark



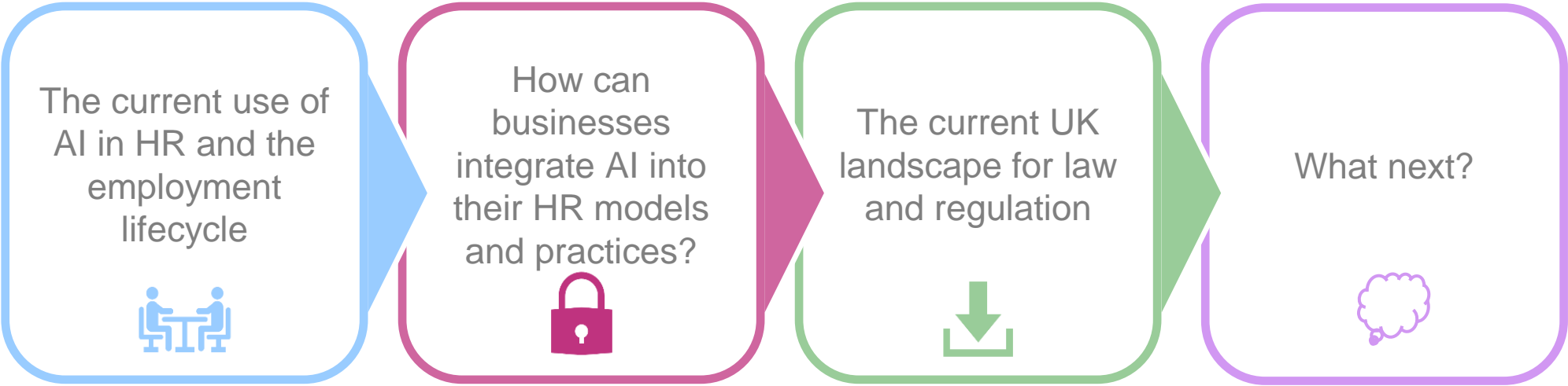
Abigail Leachman
Cambridge Spark



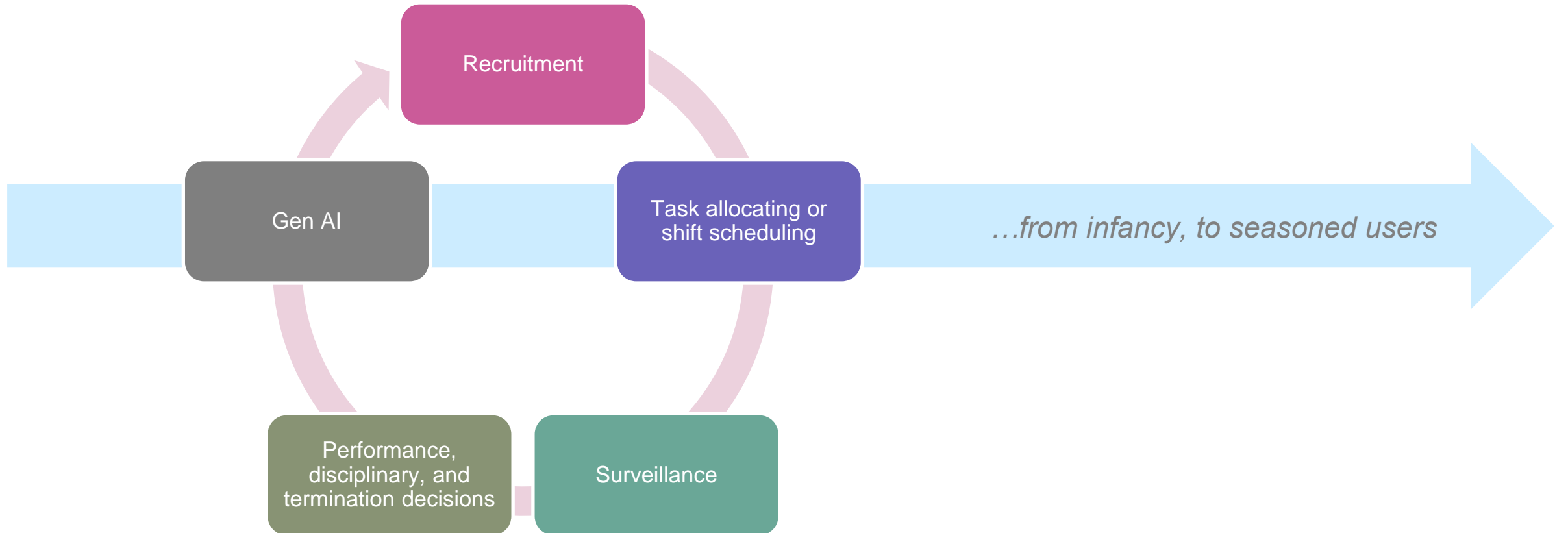
Discussion Q&A

City HR: Digital & AI HRCC – 2 July 2024

Today's agenda



The current use of AI in HR and the employment lifecycle



Cambridge Spark: How can businesses integrate AI into their HR models and practices



Applying Natural Language Programming in people analytics

Louise Baird, Lead People Analytics Manager at M&S



- Working on a model to identify retention-risk staff and identify opportunities to make M&S an even better place to work and deliver a high-performance culture.
- Using her learnings about NLP, Louise successfully cut the delivery time for analysis on a routine employee engagement survey by 60%.

Link: Case Study
[BEAM Academy Leads Data Transformation in the Retail Sector](#)

Cambridge Spark: How can businesses integrate AI into their HR models and practices

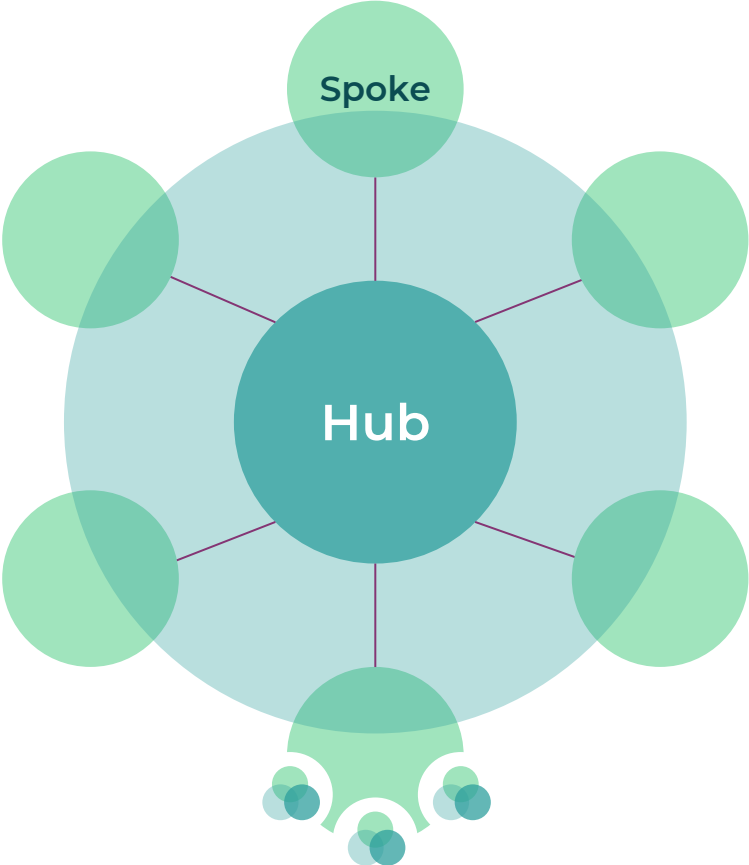


STEP

- Segmenting tasks for AI automation or augmentation.
- Transitioning roles to accommodate new AI-enabled tasks.
- Educating employees on AI capabilities and usage.
- Performance Evaluation based on learning and collaboration with AI tools.

Source: [Helping Employees Succeed with Generative AI](#)

Cambridge Spark: How can businesses integrate AI into their HR models and practices



Spoke (Citizen + Practitioners)

Solution usage, adoption and performance tracking

- Manager as analytics owner
- Digital Product Manager
- Digital Business Analyst
- Data Analysts (1 or more depending on team size)
- Data Citizens / Users (>25% of team)

Hub (Innovator + Strategists)

Align and own strategy & governance

- Director / C-level analytics Exec
- Data Engineers
- Data Architects
- AI Engineers
- Governance & policy

Buffer area

Project direction & delivery. Roles may sit within Hubs or Spokes or are shared.

- Data Scientists
- Analytics Translators

Execution Teams

Assembled from each area for the duration of a project

Source: Adapted from [Building the AI-Powered Organization](#) | Harvard Business Review

Cambridge Spark: How can businesses integrate AI into their HR models and practices

At Cambridge Spark we support organisations in delivering some of their most important, and challenging initiatives in **Digital, Data & Workforce transformation**.

A key barrier to succeeding in delivering sustained value from a transformation is employee resistance. Overcoming this requires **cultural and mindset change** in order to drive **adoption of new technology, ways of working, and best practices**.

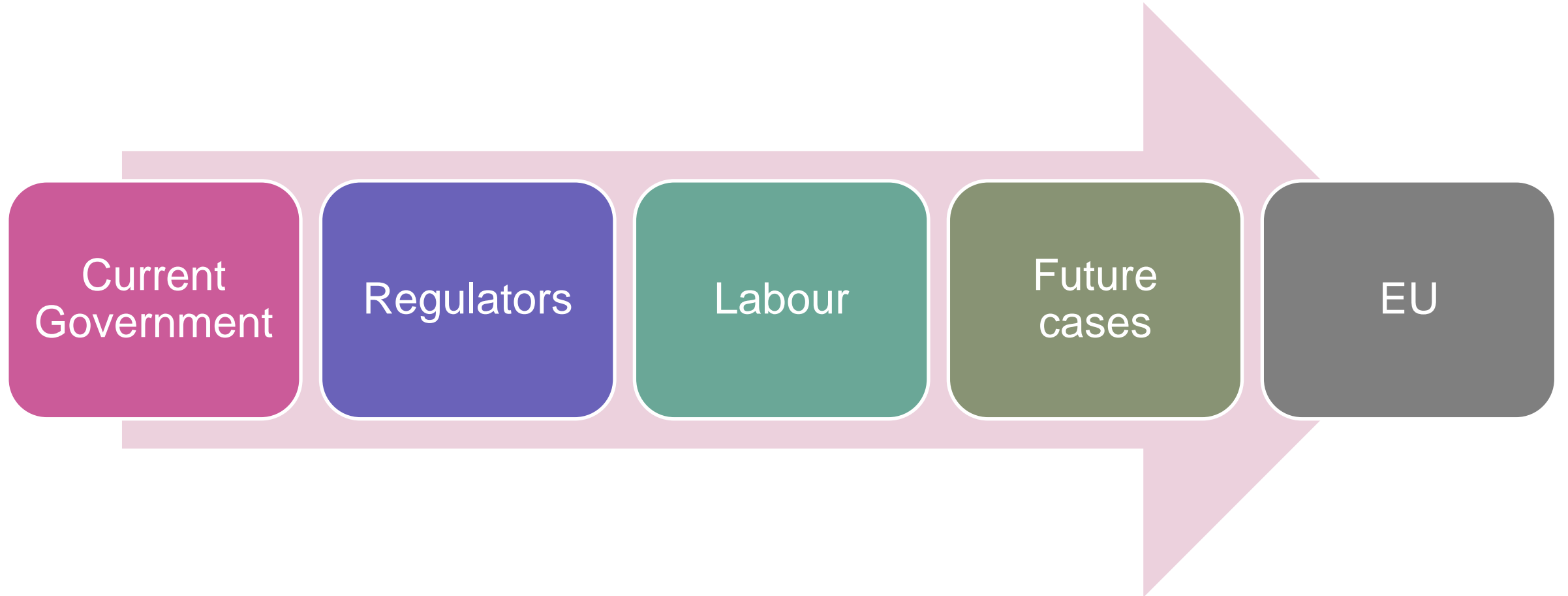
To achieve this, continuous, **wide-scale workforce education & development** is required.

The Data Academy

The answer to delivering transformational workforce development programmes, a Data Academy **simply and effectively conveys the purpose, solutions and value of the Academy to the whole organisation**; in particular that it provides:

- education and training
- a collection of learning options for all levels,
- community,
- mentorship,
- resources.

The current UK landscape for law and regulation



What next for our SIG?

Our next **AI & Digital SIG roundtable** meeting: **Thursday 12 September**

Our next **AI & Digital HRCC**: **Autumn 2024**

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