



Our People Strategy

2025-2028

Foreword

At Playfair Consultancy Group, our people are at the heart of everything we do. As a voluntary organisation, we rely on passion, dedication, and collaboration to drive meaningful change. This People Strategy is not just a document - but a commitment to fostering an environment where every member feels valued, respected, and empowered to contribute their talents. By prioritising inclusivity, psychological safety, and professional growth, we can create a dynamic and fulfilling experience for all. Together, we will continue to innovate, support one another, and ensure that Playfair remains a place where people thrive.

Jacob Carey

Introduction

At Playfair Consultancy Group, we deeply value our members and their contributions, which are integral to our success. We are committed to fostering an inclusive, diverse, and dynamic work environment. As a voluntary organisation, we recognise that motivation and retention rely on non-monetary incentives, meaningful engagement, and a strong sense of purpose. Our People Strategy is designed to align our people-related policies, practices, and culture with our mission, ensuring equity, diversity, and inclusion are at the core of everything we do.

We also emphasise respect, trust, and purpose-driven leadership as fundamental components of our workplace culture. By focusing on collaboration, integrity, inclusivity, and innovation, we strive to create a work environment where members feel empowered, supported, and motivated to contribute their skills and expertise.

The Board of Playfair Consultancy Group and Company Directors oversees Playfair's governance. The board comprises the heads of consulting, outreach, human resources, marketing, legal, and finance, and they play a pivotal role in ensuring sustainability and strategic direction. The Board operates within a flat organisational structure, promoting shared decision-making and collective responsibility to ensure fairness and inclusivity in leadership.

Core Values

Playfair's values define our culture and guide our strategic direction:

Collaboration – We foster teamwork and shared decision-making.

- Encourage peer-to-peer learning and mentorship opportunities.
- Facilitate regular team discussions, knowledge-sharing sessions, and workshops.
- Promote cross-functional collaborations to harness diverse skills and perspectives.

Integrity – We uphold ethical standards and transparency in all operations.

- Establish an open and honest feedback culture that encourages constructive dialogue.
- Implement a peer accountability system to uphold ethical standards and decision-making fairness.
- Maintain clear and transparent reporting mechanisms to ensure trust and accountability.

Inclusivity – We embrace diversity and create an equitable workplace.

- Ensure accessibility in all operations, communications, and decision-making processes.
- Encourage community-building initiatives that celebrate diversity and promote understanding.
- Develop inclusive policies that respect and acknowledge different perspectives, experiences, and backgrounds.

Innovation – We encourage creative solutions and adaptability.

- Create volunteer-led working groups for innovation projects and process improvements.
- Provide platforms for members to propose and experiment with new ideas and approaches.
- Support a culture of continuous learning and encourage creative problem-solving.

Professional Growth – We invest in learning, leadership, and career advancement.

- Facilitate knowledge-sharing workshops led by experienced members and industry professionals.
- Offer mentorship, networking opportunities, and leadership training.
- Guide career development and transferable skills applicable beyond Playfair.

Trust and Respect – We ensure members feel safe to voice concerns, take risks, and share ideas without fear of judgment.

- Promote a non-hierarchical culture of openness, respect, and inclusivity.
- Conduct regular reflection sessions to improve group dynamics and collaboration.
- Encourage constructive feedback and active listening as part of our internal culture.

Strategic Objectives and How We Achieve Them

1. Attracting and Retaining Talent – Ensure that Playfair is desirable for working and growing by offering a fair, supportive, and development-focused environment.

- **Communicate the personal and professional benefits of volunteering.**
- **Offer structured onboarding to help new members integrate smoothly and feel welcome.**
- **Foster a strong sense of community through team-building activities, collaborative projects, and social events.**
- **Create non-monetary reward systems such as recognition awards, appreciation programs, and reference letters to acknowledge contributions.**
- **Encourage members to take ownership of projects that align with their skills and passions, fostering engagement and long-term commitment.**

2. Creating an Inclusive and Respectful Culture – Embed a strong respect, equity, and diversity culture to ensure all team members feel valued and heard.

- **Provide discussion forums and open meetings where members can share experiences, voice concerns, and contribute ideas.**
- **Recognise contributions from all backgrounds through shout-outs, appreciation programs, and team acknowledgements.**
- **Implement a flexible approach to accommodate members' diverse commitments and availability.**
- **Develop conflict resolution mechanisms to address grievances constructively and maintain a positive work environment.**
- **Encourage allyship and active participation in fostering an inclusive culture through awareness initiatives and training sessions.**

3. Enhancing Member Wellbeing – Provide support structures that promote mental, physical, and emotional well-being.

- **Encourage a healthy work-life balance by setting clear expectations around volunteering hours and commitments.**
- **Create peer support groups and mentorship networks to address emotional and professional challenges.**
- **Provide a confidential space for members to discuss concerns and seek guidance.**
- **Organise wellness initiatives such as mindfulness sessions, stress management workshops, and regular check-ins.**
- **Foster a culture of compassion and empathy by prioritising psychological safety and well-being initiatives.**

Strategic Objectives and How we Achieve Them

5. Developing Leadership and Growth Opportunities – Provide continuous professional development to cultivate future leaders within Playfair.

- Offer leadership opportunities through project-based roles and committee involvement.
- Encourage peer-to-peer coaching, mentorship programs, and knowledge-sharing sessions.
- Provide access to external networking opportunities, speaker sessions, and industry insights.
- Rotate responsibilities periodically to allow members to gain diverse experiences and leadership skills.
- Support self-directed learning and encourage members to develop skills that align with their professional aspirations.

6. Fostering a Culture of Trust and Contribution – Ensure members feel their work has an impact and aligns with their strengths and passions.

- Allow volunteers to shape their roles based on their skills, interests, and long-term aspirations.
- Hold appreciation events to celebrate milestones, recognise contributions, and reinforce motivation.
- Use a strengths-based approach to task assignments, ensuring members contribute in ways that feel meaningful to them.
- Regularly share tangible impact stories and updates on how Playfair's work benefits the wider community.
- Promote autonomy and trust by empowering members to take initiative and drive projects forward.

Conclusion

Playfair's People Strategy is a bold vision for an engaged, inclusive, resilient volunteer community. We are more than just an organisation; we are a collective force for positive change. By prioritising collaboration, well-being, and leadership, we cultivate a space where individuals grow, contribute meaningfully, and feel a deep sense of purpose. Our strategy is not static—it will evolve with our members, responding to their needs and aspirations. Together, through commitment, innovation, and shared values, we will build a sustainable, purpose-driven, and thriving community that continues to make a lasting impact.