

# Prospectus 2

# Process

# Administration



## 1

## Organisation Overview

### About PwC UK and our Managed Services

PwC works with government departments, agencies and public bodies to run, improve and modernise essential public services. We enable you to focus on your priorities and achieve sustainable outcomes.

Our Managed Services combine operational expertise, service management and enabling technology to support the delivery of complex, high-volume and regulated services. We partner with you to run and transform core services, combining day-to-day operations with continuous improvement and targeted transformation.

Under the RM6295 framework, we provide managed services across citizen experience, process administration and corporate functions. Our delivery models range from surge and stabilisation support to end-to-end managed services and operate-to-transform arrangements.

### Process administration within Managed Services

Within Process Administration, we support high-volume, rules-based and judgement-led processes for public sector organisations. These services often sit behind the scenes but are critical to citizen outcomes.

We work with you to stabilise operations, manage backlogs and demand volatility, and improve throughput, quality and timeliness. Our services operate within defined policy and regulatory frameworks and create a platform for transformation.

### Scale, capability and credibility

Our capability draws on experience of running large-scale operational services across regulated environments. We bring established methods for mobilisation, transition and service management, supported by experienced operational leaders and data-driven insight. This enables rapid mobilisation, flexible capacity and maintained service performance.

# 2 Specialisms and capabilities in process administration

## Core specialisms

Our process administration services include:

- End-to-end case transaction
- Grant and fund application processing
- Back-office administration and workflow management
- Onboarding of services from incumbents
- Management of backlogs, demand surges and time-critical workloads
- Secure handling of sensitive data
- Business continuity and disaster recovery

## What we deliver

Our services typically include:

- Mobilisation and transition
  - Discovery to confirm scope, volumes, service standards and dependencies
  - Codesigned transition approach (for example phased, parallel run or big bang)
  - Knowledge transfer, readiness assessment and go live assurance
  - TUPE transition support where applicable
- Live service delivery
  - Managed case and transaction processing services
  - Team leadership, quality assurance and workforce management
  - Real-time and periodic performance monitoring
  - Structured incident, escalation and issue management
- Performance and improvement
  - Backlog clearance and throughput improvement initiatives
  - Root cause analysis to reduce rework and avoidable demand
  - Process optimisation and standardisation
  - Preparation for digitisation and automation where appropriate

## Programme and service management

For each call off, we establish a governance and management structure aligned to the scale, complexity and risk of the service. A centralised Programme Management Office (PMO) provides single point accountability and performs agreed governance, reporting and performance oversight.

# 3 Key Personnel



**Mark Hollebon**

Claims Management Service Lead, Operate, PwC UK

Mark is a Director in PwC UK's Operate business with extensive experience leading large-scale operational delivery across Managed Services. He specialises in high-volume claims and complaints operations, stabilising and mobilising complex services, and embedding robust controls, performance management and continuous improvement. Mark leads PwC's delivery of complex claims administration for FSCS and UK insurers.



**Emma Golder**

Senior Operational Delivery Lead, Grants & Funds Administration Managed Services Delivery Unit, PwC UK

Emma has designed and delivered operational programmes across all stages of the Grants lifecycle. She is a qualified Chartered Accountant with 25 years of experience within Big 4 accounting practices, as well as a qualified lawyer. Emma specialises in leading delivery partner programmes within government.

# 4 Service quality, risk and security

## Quality and people management

We will manage service quality through a defined Quality Management Plan aligned to your SLAs and reporting requirements. This includes:

- Competency-based recruitment and structured onboarding
- Case sampling, outcome verification and quality assurance reviews
- Route to Competency approach to evidence capability and adjust sampling
- Coaching and performance management to maintain quality and throughput

## Risk management and governance

Risks, issues and dependencies are managed through a central RAID log, jointly maintained with Buyers where appropriate. Scenario planning and performance dashboards are used to monitor service risks such as demand spikes, backlog growth and business continuity events.

## Data protection, security and resilience

Process administration services are delivered using a secure by design approach aligned to ISO 27001, ISO 22301, Cyber Essentials Plus, UK GDPR and public sector security requirements. Controls include secure access management, incident response, tested business continuity arrangements and regular assurance activities.

# 5 Case studies

## Financial Services Compensation Scheme (FSCS): Claims management

PwC delivers a national claims management service for the FSCS, supporting consumers following the failure of regulated financial services firms. We transitioned the service from incumbent provider into a Managed Services model.

The scope includes end-to-end claims processing, case administration, quality assurance and performance management within a regulated environment. We addressed legacy backlogs, embedded quality controls and improved the throughput while maintaining high standards of accuracy and assurance. The service demonstrates our experience administering sensitive, high-volume public sector claims services where trust, consistency and resilience are critical.

## British Business Bank: Fund administration and operational delivery

We supported the British Business Bank to administer a major government funding scheme, providing operational delivery, case management and reporting. PwC designed and operated processes to assess applications, perform eligibility checks, approve funding progression at pace within a defined policy and regulatory framework. The service enabled transparent deployment of public funding and effective oversight.

# 6 Added value and social value

## Value-added services

Our “value-added services” will depend on what is already within the scope of the engagement and may include:

- A dedicated partner as a sounding board
- Peer-learning and lessons-learned opportunities with other clients who have completed similar programmes
- Skills transfer
- Coaching and support opportunities for individuals, especially from under-represented groups

## Social value capabilities

As a professional services firm, some of the ways we aim to deliver social value include:

- Skills-based volunteering tailored to the scale and scope of the engagement
- Employability and digital skills training for different cohorts through schools, community groups and social enterprises
- Skills development for small businesses and social enterprises, such as coaching sessions and mentoring
- Training and mentoring for client personnel from under-represented groups
- Delivering mental health awareness training to client teams to support wellbeing

# 7 Key Delivery Partners and Subcontractors

PwC leads delivery and retains full accountability for process administration services under the RM6295 Framework. Where appropriate, we work with specialist delivery partners to complement our capability and ensure the right skills and capacity are in place to meet Buyer requirements. All partners operate within PwC's governance, quality and security framework.

## Contacts



**Jeanette Smith**  
Relationship partner,  
PwC UK  
[jeanette.smith@pwc.com](mailto:jeanette.smith@pwc.com)  
+44 7510 591112



**Nick Jones**  
Relationship manager,  
PwC UK  
[nicholas.g.jones@pwc.com](mailto:nicholas.g.jones@pwc.com)  
+44 7483 171931

For enquiries on procuring through framework agreements contact [uk\\_tender\\_tracker@pwc.com](mailto:uk_tender_tracker@pwc.com)