

Summary

Courtney Jackson has 25 years of consulting experience, focusing the last 20 years in corporate services. Areas of expertise include HR and financial management; operating model strategy, design, implementation, and optimization; global business services; HCM technology evaluation and implementation; project and change management; operations improvement and process redesign; and organization design, restructuring, and governance. Her experience spans higher education, healthcare, aerospace and defense, entertainment, retail, real estate, and manufacturing. Prior to joining ScottMadden, she worked at PricewaterhouseCoopers, consulting on corporate dispute litigations within the United States, Switzerland, and Australia. Courtney received an M.B.A. at the University of North Carolina Kenan-Flagler Business School and a B.S. in commerce, with a minor in French, from the University of Virginia.

Areas of Specialization

- Business Administrative Services
- Human Capital Management
- Multifunction Shared Services
- Operating Model Improvement
- Change Enablement
- HR and People Strategy Development
- Strategic Assessment and Planning

Recent Assignments

- Led a multi-year, higher-education strategic priority focused on providing administrative excellence at a top research and technology institution based in the United States. Managed complex stakeholders across HR, finance, IT, faculty affairs, and research in support of a multifunction shared services delivery model aligned with state-wide system requirements (19 schools/universities). Implemented a multifunction shared services center and stood up an operational excellence function
- Designed an employee relations center of expertise to minimize risk and enhance the experience for healthcare professionals in one of the largest, nonprofit healthcare systems in the United States. Supported the build, launch, implementation, and stabilization, including designing and configuring an employee relations module in ServiceNow, designing a new organization structure, harmonizing policies and processes, and managing change within the HR business services organization and across the enterprise
- Developed future roles and responsibilities and an activity transition plan across in-scope HR service delivery channels (employee relations, HRBP, and HRSC) for a global pharmaceutical company. Support included a country-by-country analysis for acquired entities as well as identification of impacted roles, change impacts, communication requirements, training requirements, and technology enhancements
- Evaluated the current state HR organization of a global financial services firm of approximately 600 employees and gained an understanding of structure, roles and responsibilities, service delivery, and technologies. Compared outcomes to leading practices and designed a viable future state operating model to best align with strategy and HR objectives. Developed a high-level road map to implement a scalable HR model that considered impacts, risks, mitigation strategies, and change management elements
- Led review and evaluation of HR policies, process, and knowledge documentation for a midsize global asset management firm. Identified gaps and opportunities, including creating foundational elements to support a robust governance and process ownership structure, improvements to end-to-end process documentation, and modifications to organizational structure to fulfill the future vision of continuous improvement. Built out the policy and process documentation to address existing gaps in the organization focused on the talent acquisition function
- Led change management for a large-scale HR transformation in a university. Assessed change impacts, identified change opportunities, designed and deployed a change advocate network, created feedback loops, and leveraged a data-based approach to inform change strategy and tactics
- Led the design of a new HR, finance, and research operating model for a London-based university of approximately 19,000 students and 8,000 staff. Led design workshops with more than 60 stakeholders to formulate a best-fit solution for the university approved by the Provost Board
- Transformed the finance organization for a private U.S. institution, including standing up a financial planning and analytics organization and a finance and student business operations center. Created the structure and facilitated development of a five-year operating and capital plan for improved board governance and visibility
- Managed the HR integration for two large, global grocery store chains, including outsourcing options, service delivery model, technical requirements, and selection and implementation of case management, telephony, knowledgebase, and portal. Harmonized HR policies, redesigned more than 100 HR processes, developed and deployed knowledgebase content, and rolled out operational processes. Supported inputs for the United States for global HCM selection and design