

Sector Insight

# Professional Services

Organisation



Turner & Townsend



## Sector Insight – Professional Services

**Turner & Townsend** is a leading global programme management and construction consultancy that supports organisations who invest in, own and operate assets. They have a strong track record in delivering some of the UK's most challenging infrastructure, building and regeneration programmes.

Examples of their work include the **£420m Port of Aberdeen South Harbour** expansion, a decade-long project to restore and transform London's iconic Battersea Power Station, and the development of one of the largest purpose-built COVID-19 testing laboratories in the UK.

As well as **supporting** the **successful** inception and build of large-scale projects, Turner & Townsend has significant involvement in property portfolio management for both global corporations and public sector organisations in the UK.

Chris Anstead is Director within Turner & Townsend's Global Programme Advisory Team and oversees product development across its infrastructure proposition.

A marine engineer by training, he has spent 17 years at Turner & Townsend, initially in the cost and project controls space, and now operates

across programme management. Chris holds accountability for Turner & Townsend's product and **innovation** work, where the main focus has been on how the organisation approaches programme management to ensure Turner & Townsend's clients **achieve** the **best possible outcomes** from their programmes.

**Encouraged** by the **growth** of the profession, Chris believes it has been driven by an increasing recognition of the need for effective programme management and transformation.

**"We are starting to see greater application of programme management within organisations. In the past, they might have relied on operational departments to deliver individual projects. Now, they are thinking more about driving step-change, improvements and ultimately transformation, requiring programme solutions."**



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Chris believes that the disruption faced in recent years has further driven the need for transformation.

**“When we look at what’s happened in the last few years – from issues related to defence, health and beyond – our clients are looking for step-change improvement in response to the pressures and disruption they face. They are investing in becoming better – and that investment process needs a programme management methodology to deliver it.”**

Given the increasing demand for programme management talent, Chris believes a key focus for the profession moving forward is to develop its talent pipeline.

**“Once upon a time, projects were focused on digging holes and building things, but now, projects and programmes are being used for all sorts of transformations, with our clients applying our skill sets into much broader applications. I don’t believe the project professional talent pool is growing or broadening sufficiently to respond to this growth, and as a result, we are having to be more imaginative in the ways we solve client problems.”**

Chris believes a key driver for the growth of the profession – both now and into the future – is the need to tackle sustainability challenges.

**“There is a broader recognition of the need for all programmes to contribute to the journey to net zero. We no longer segregate our programmes based on net zero because it forms a fundamental cornerstone of them all. Every programme should be seen as a green programme now and all our people need to be able to deliver on it. In the last few years, we’ve seen a particular focus on climate resilience as our clients develop a broader understanding of volatility and risk, especially in the infrastructure space.”**

