UNIVERSITY OF LEICESTER

PROFESSIONAL SERVICES MANAGEMENT TEAM

Minutes of a meeting held on
Friday 20 January 2012

Present:

Dave Hall (Chair)
Paul Goffin Geoff Green
Susan Lapworth Martyn Riddleston
Gayle Sadler (vice Anne Hall) Richard Taylor
Mary Visser

In attendance Mike Newton (for item M1) and Andrew Petersen (Secretary)

Apologies for absence were received from Anne Hall, Dawn Kemp, Alun Reynolds and Nigel Siesage

UNRESERVED (ONLY) BUSINESS

12/M1 BRIBERY ACT 2010

The Group received a presentation from Mike Newton regarding the implications of the Bribery Act 2010. The Group noted that the act had come into force in July 2011 and had extended corporate liability by stipulating that the institution was deemed directly liable for the actions of individual employees. The Group observed that the financial and reputational consequences of non-compliance were significant.

The Group noted that, in light of the legislation, each Division or College would be required to keep an annual register of all gifts, and that all cash gifts or any gifts with a value of over £50 should be reported to the Registrar, who would advise on the appropriate course of action. The Group considered whether a single online University register could be established to ensure consistency across the institution.

The Group agreed:

a) that guidelines should be drawn up for dissemination to relevant staff, including specific advice regarding appropriate responses to commonly occurring circumstances, such as gifts from students;  Action: MR and MN

b) that specific training sessions should be provided for those offices with high exposure, such as Estates and the International Office;  Action: PG and RT to liaise with Finance

c) that it would be helpful to create a single University online register of gifts received.  Action: PG and MN

12/M2 MINUTES OF THE PREVIOUS MEETING

The Group considered the minutes of a meeting held on 6 December 2011. The Group approved the minutes as a correct record.
12/M3  MATTERS ARISING

Arising from M31 the Group noted:
   a) that a review of the new employment related Ordinances had been initiated and would report by Easter 2012. The review would be conducted jointly between managers and the trade unions and it would be Chaired by a senior representative from ACAS;
   b) that the Chair had contacted the Leadership Foundation regarding funding to support transformational change in HE, and that further details would become available at the launch of the Innovation and Transformation fund on 25 January.

Arising from M33 the Group noted that proposals for the format and content of Registrar’s workshops for managers were being drafted in conjunction with the Academic Registrar and the Staff Development Partnership. The Registrar’s letter to all Professional Services Staff had also been circulated in December.

The Group agreed:
   a) That further details on the support potentially available via the HEFCE Information and Transformation fund should be reported to a future meeting;  
      Action: Secretary
   b) That, following the circulation of the Registrar’s letter, discussions within the Professional Services regarding service improvement should be conducted through divisional management structures and reported upwards as appropriate.  
      Action: All PSMT Members

12/M4  CHAIR’S BUSINESS

The Chair reported that the Professional Services website had gone live and included information relating to service improvement and the development of a unified administration, including the minutes of PSMT meetings.

The Chair also reported that statistics relating to the rates of sickness and absence within the Professional Services had recently been published.

The Group agreed:
   a) That the Secretary would keep the Professional Services Management Team website updated with minutes and other relevant papers;  
      Action: Secretary
   b) That ensuring a fair and consistent procedure with regard to the handing of long-term sickness would be discussed at the upcoming Heads of Division meeting.  
      Action: Chair

12/M5  PROFESSIONAL SERVICES MANAGEMENT TEAM AWAY DAY

The Group considered a report of the Professional Services Management Team Away day which had taken place on 13 December 2011. The Group discussed the action points from the day and how these would be taken forwards. It was noted that, subsequent to the Away Day and in order to satisfy key compliance requirements relating to pension auto-enrolment, it had been agreed that the next systems-thinking intervention would address the staff recruitment and joining process, rather than the Purchase-to-Pay process.
The Group agreed:

a) That it was essential for members of the Professional Services Management Team to establish a shared view of the role of systems-thinking within the overall drive towards a unified administration;  
   Action: SL and RT

b) That, in light of the above, a map indicating key upcoming decisions resulting from the current interventions, and their impact upon for other division such as Human Resources and Finance, as well as the Colleges, should be drafted for consideration at the next meeting;  
   Action: SL

c) That Vanguard should be engaged to devise a timetable for commencement of the planned interventions and 3 day fundamentals courses, and that progress should be reported to the next meeting;  
   Action: All PSMT members

d) That progress with all interventions should be reviewed at the Professional Services Management Team Away Day scheduled for March.

12/M6  SERVICE IMPROVEMENT PLANS

The Group considered the production of Service Improvement Plans for incorporation within Divisional and College submissions to the annual planning round. It was noted that in light of the current financial climate and recent national policies, it would be necessary for the Divisions of Corporate Services and the Colleges to articulate how they would improve service delivery whilst also achieving a saving in the coming academic year.

The Group agreed

a) that, in advance of the VCAC Away Day on 28 February, each Division or College should provide a Service Improvement Plan including specific case studies of both service enhancement and proposed savings for 2012/13.  
   Action: All PSMT members

12/M7  GRADUATE TRAINING SCHEME

The Group considered a report regarding the University’s participation in the Graduate Training Scheme and noted that Alun Reynolds would be leading the University’s involvement.

The Group agreed

a) that two appropriate posts within the Professional Services should be identified which could be filled on a 6 month rolling basis by graduate trainees.  
   Action: AR

12/M8  TOTAL COST OF OWNERSHIP REPORT

The Group considered a report from Mary Visser regarding the implementation of the recommendations of the KPMG Total Cost of Ownership (TCO) report. The Group noted that a meeting had recently taken place between IT Services and the Colleges to discuss the changes that were taking place as a result of the report.

The Group observed that many of the proposed savings would be achieved in areas which directly supported academic activity within individual Colleges, such as the
adoption of networked printing. It was noted that, when these were amalgamated, this represented a significant overall saving in the cost of administering the institution.

**The Group agreed**

a) that it was essential to ensure that the savings are effectively articulated in the annual planning round.  

**Action:** MV and DOAs

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**12/M9 SUNRISE AND ADMISSIONS**

The Group considered a report on progress with the systems-thinking intervention into the management of distance learning, based in the School of Archaeology and Ancient History. It was noted that the data generated from the February cohort of students indicated a significant improvement in the service offered to students resulting from the intervention. The Group also noted that there had been a positive reaction from those members of academic staff who had been involved in the process.

The Group also considered a report on progress with the systems-thinking intervention into the admissions process. It was noted that the work could only progress further once the paperlight system had been fully implemented in consultation with IT Services. Additionally, all staff from the School of Management and the Admissions Office involved with the intervention were now co-located. The Group observed that breaking down the barriers between Divisions, College and Departments in this manner was central to the achievement of a Unified Administration.

**The Group agreed**

a) that the positive experience of those academic staff currently involved in the systems-thinking interventions should be used to serve as a basis from which to engage the wider academic community with the potential benefits of the approach.  

**Action:** SL and RT

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**12/M10 DISTANCE LEARNING ARCHITECTURE PROGRAMME**

Susan Lapworth reported that work was progressing with the Associate Tutors project and the proposed reorganisation of the Beyond Distance Research Alliance (BDRA).

**The Group agreed**

a) that for future meetings it would be helpful to receive separate reports on the three component parts of the programme, namely the SUNRISE project, the Associate Tutors project and the reorganisation of BDRA.  

**Action:** SL and AR

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**12/M11 UNIFIED ADMINISTRATION COMMUNICATIONS UPDATE**

The Group noted a report from Geoff Green on progress with the Unified Administration Communications plan.

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**12/M12 REPORTS FROM DIVISIONS**

Finance

Martyn Riddleston reported that a Deputy Director of Finance had been appointed for 6 months to allow for internal re-organisation of the Division. He also reported that Liz Bailey had been appointed an Assistant Director in both IT Services and Finance, in order to enhance co-ordination between the two divisions.
Estates
Paul Goffin reported that there were now vacancies for two project managers within the Division. He also reported that an interim Director of Estates would be in post by 30 January.

IT Services
Mary Visser reported that several staff members had been transferred into the Academic Liaison team based on campus to support ongoing Systems-Thinking work.

College of Social Science
Gayle Sadler reported that the new Departmental Manager in the Department of Politics and International Relations had joined the University in January, and the new Director of Administration in the School of Management was due to take up their post on February 1.

DURATION OF MEETING: 1 hour 30 minutes