UNIVERSITY OF LEICESTER

PROFESSIONAL SERVICES MANAGEMENT TEAM

Minutes of a meeting held on
Tuesday 16 October 2012

Present:

Dave Hall (Chair)
Geoff Green	Trevor Humphries
Rebecca Johnson	Louise Jones
Dawn Kemp	Susan Lapworth
Alun Reynolds	Martyn Riddleston
Nigel Siesage	Frances Stone
Mary Visser

In attendance: Andrew Petersen (Secretary)

Apologies for absence were received from Dawn Kemp and Richard Taylor

UNRESERVED (ONLY) BUSINESS

12/M80

MINUTES OF THE PREVIOUS MEETING

The Group approved the minutes of a meeting held on 18 September 2012. The Chair reminded the Group that it was essential that members attend meetings rather than sending deputies where at all possible.

12/M81

MATTERS ARISING

Arising from M69, the Group noted that there was an increasing level of internal resource to support the application of a systems thinking approach within the administration. However, it was essential that managers engaged directly with interventions in their area to understand the methodology and question current assumptions, and then as a result of that experience be able to implement the approach more widely.

The Group agreed:

a) Internal resource was primarily in place to train colleagues regarding the approach and facilitate interventions, rather than to lead them;

b) It was still the role of managers to lead improvements, and was therefore essential that they have direct engagement with interventions;

c) Members should discuss with the Chair the level of resource available to support interventions in their area;

12/M82

CHAIR’S BUSINESS

The Chair reported that he would be briefing selected lay members of Council regarding the processes in place for service improvement within the University.

Cont/...
The Group discussed a draft itinerary for a Systems Thinking Conference to be held in the 2012/13 academic year. The Group noted that this represented an opportunity to introduce a large number of staff to the approach, primarily through showcasing the areas where systems thinking had already led to significant service improvements. Members made a number of recommendations for amendments to the itinerary.

The Group considered the wider implementation of the systems thinking approach throughout the institution. The Group noted that it was essential for individual members to engage personally with interventions by visiting and spending time with an intervention team in their area in order to fully understand the approach and therefore be able to lead future service improvements. Members were encouraged to ask for assistance from the existing in-house systems thinking resource in order to facilitate future interventions, however the Group concluded that it was essential for members to learn through experience.

The Group agreed:

a) As many current interventions as possible should be featured in the breakout sessions;  
Action: Secretary/Staff Development

b) That breakout sessions should be chaired by the relevant head of division; 
Action: Secretary/Staff Development

c) That it would be helpful to invite a senior representative from another organisation that has used the approach; 
Action: Secretary/Staff Development

d) That a ‘what next’ session at the end of the day to promote direct staff engagement with the approach; 
Action: Secretary/Staff Development

e) That, in order to identify this as a University approach, the event should take place without support from Vanguard; 

f) At each future meeting of the Group members should, on a rolling basis, be invited to provide an update on the use of the systems thinking approach in their area; 

Action: Secretary

g) That Vanguard guides to the application of systems thinking should be circulated to the Group; 

The Group agreed:

a) That it was important to identify the core roles and responsibilities of the Operational Manager, Line Manager and Sponsor for an intervention; 
Action: Secretary to co-ordinate

b) That a proposal regarding this should be circulated to the Group for consideration at the next meeting; 
Action: Secretary to co-ordinate

c) That a draft process for proposing and implementing organisational or policy change resulting from systems thinking interventions should also be prepared for the next meeting; 
Action: Secretary to co-ordinate

12/M83 CORPORATE SERVICES BUDGET

The Group received a report on the end of year financial position for the Corporate Services.

12/M84 FEEDBACK FROM OPERATIONAL MANAGERS

The Group considered a report identifying key personnel within each area of ongoing systems thinking work, as well as a summary of feedback from operational managers.

The Group agreed:

a) That it was important to identify the core roles and responsibilities of the Operational Manager, Line Manager and Sponsor for an intervention; 
Action: Secretary to co-ordinate

b) That a proposal regarding this should be circulated to the Group for consideration at the next meeting; 
Action: Secretary to co-ordinate

c) That a draft process for proposing and implementing organisational or policy change resulting from systems thinking interventions should also be prepared for the next meeting; 
Action: Secretary to co-ordinate
12/M85  **SYSTEMS THINKING: DISTANCE LEARNING ADMINISTRATION**

The Group received a progress report regarding the ongoing systems thinking work in the College of Arts Humanities and Law DL Cluster, the College of Science and Engineering DL Cluster, and the administration of distance learning in the School of Management.

12/M86  **SYSTEMS THINKING: UNIFIED ADMISSIONS**

The Group received a progress report.

12/M87  **SYSTEMS THINKING: HR POLICY**

The Group received a progress report.

**The Group agreed:**

a) That once the post freeze was lifted the team in HR should liaise with the team in Research Administration regarding the process for recruitment to research posts;  

**Action:** Secretary to feed back

12/M88  **SYSTEMS THINKING: RESEARCH ADMINISTRATION**

The Group received a progress report.

12/M89  **SYSTEMS THINKING: EXPENSES**

The Group received a progress report.

**DURATION OF MEETING:** 1 hour 35 Minutes