UNIVERSITY OF LEICESTER

PROFESSIONAL SERVICES MANAGEMENT TEAM

Minutes of a meeting held on
Tuesday 17 February 2015

Present:

Dave Hall (Chair)
Liz Bailey  Kate Bradley
Dr Tracey Carlton  Ruth Daly
Geoff Green  Trevor Humphreys
Becky Johnson  Dawn Kemp
Professor Sue Law  Martyn Riddleston
Professor Jon Scott  Frances Stone
Caroline Taylor

In attendance: Nevin Moledina and Daniel Lawrence (for M19), Lee Robinson (for M20), Angela Walker and Andrew Petersen (Secretary)

Apologies for absence were received from Nigel Siesage

UNRESERVED (ONLY) BUSINESS

15/M19  IT SURVEY

The Group received a presentation on the outcome of the IT Survey which had taken place in December 2014. The survey had received over 1000 responses across students, academic and professional services staff. The survey had demonstrated a high level of satisfaction among students with the service provided by IT Services, but a lower level of satisfaction among staff, particularly academic staff.

The Survey had identified a number of areas of strength and also areas for improvement, namely understanding the need of stakeholders, balancing this against institutional priorities and risk, and communicating these principles. The Group also noted that for each area of improvement IT Services was developing a service improvement plan which would include more emphasis upon engagement, communications and user feedback.

15/M20  MICROSOFT LYNX

The Group received a demonstration of Microsoft Lync, a digital communications tool which allowed colleagues across the institution to communicate via instant messaging, voice and video calls, and share documents. The software had been piloted in IT Services where it had been successful.

The Group agreed:

a) That the Lync software was a helpful tool;  Action: All PSMT members
b) That individual divisions wishing to use the software should contact Lee Robinson via lyncfeedback@le.ac.uk;  Action: All PSMT members
c) That the Colleges should be invited to receive a demonstration of the software to establish whether they would like to adopt it.  Action: Directors of Administration
15/M21  MINUTES OF THE PREVIOUS MEETING

The Group considered and approved the minutes of the meeting held on 3 February.

15/M22  MATTERS ARISING

Arising from M16 the Chair reminded members to feed back on the draft Professional Services Value statements and underpin these with examples of how they are demonstrated at divisional level.

The Group agreed:

a) That completed value statements should be sent to the external copyrighter;  Action: Secretary to follow up with Chair
b) The 2015 Professional Services Forum should be scheduled for late April or early May;  Action: Secretary to follow up with Chair
c) That front line colleagues from the Professional Services should be asked to speak at the forum regarding how the values are embedded in their work;  Action: Secretary to follow up with Chair
d) That, once agreed, the values should be supported by a strategy which articulated how they tied into institutional decision making, policy and process.  Action: Kate Bradley to lead

15/M23  CHAIR’S BUSINESS

The Chair reported that Perret Laver had been appointed to lead the recruitment search for the new Dean of Medicine and the new Pro-Vice-Chancellor (International). The Chair also reported that a University public open day was being held on 21 March ahead of the re-internment of King Richard III.

15/M24  CORPORATE SERVICES BUDGET

The Group received the most recent projections for the 2014/15 outturn and the Professional Services budget for 2015/16. The Group noted that although the current projection was for the Corporate Services to end the year under budget, significant savings would be required in order to meet the desired University surplus for 2015/16. The Group noted that these betterment targets would need to be shared across divisions, however it may not be appropriate to allocate a pro-rata saving as core development areas in IT Services and Registry required sustained investment.

The Group noted that it would be necessary to compare projected spend in divisional budgets for 2015/16 with the targets set, and provide evidence to support any disparity.

The Group agreed:

a) That members should review their budgets in consultation with Alison Bluff;  Action: All Heads of Division
b) That members should review and revise their Corporate Services Profiles for 2015/16 to identify core aims, achievements and measures;  Action: All Heads of Division
c) That the Chair would write to members with additional information regarding the structure and presentation of budgets;  Action: Chair
d) That where there was a case for further investment this should be evidenced in the submission to the planning round.  Action: All PSMT members
15/M25 HEADS OF DEPARTMENT AWAY DAY

The Group received for information the agenda for the Heads of Department Away Day on 24 February. The Group noted that following ULT consideration, attendees at the away day would not be required to complete a SWOT analysis before the event.

15/M26 UNIVERSITY STRATEGIC CONVERSATION

Becky Johnson provided an update on the progress of the University Strategic Conversation. The series of workshops with core stakeholders was continuing and an online survey would also go live shortly, which was an opportunity for all staff to contribute to the Strategic Conversation.

The Group also noted that the work of the recently established Task and Finish Groups was fully integrated within the wider structure of the Strategic Conversation.

The Group agreed:

a) That the Heads of Department Away Day was an opportunity to clarify how all of the elements of the Strategic Conversation were integrated.

15/M27 REPORTS FROM COLLEGES AND DIVISIONS

The Group received updates from members regarding service improvement activities and staffing movements within Divisions;

College of Social Science

Ruth Daly reported that the College was developing a large portfolio of CPD provision, however a significant amount of central development work would be required to support the administration of such short courses.

Residential and Commercial Services

Frances Stone reported the introduction of a new departmental charge card for internal corporate spend on hospitality.

Student and Academic Services

Professor Scott reported that logistical preparations were underway to accommodate the recent Home Office requirement for all international students to be issued with a biometric data card in March 2015.

Geoff Green reported that Mat Kaylor had recently taken up the post of University Timetabling Officer, and Clare Simmonds had moved to the auto-scheduling project team.

Systems Change team

The Chair noted that following the addition of several new members to PSMT it would be helpful to run a further series of Systems Thinking taster days for PSMT members.

The Group agreed:

a) That Systems Thinking taster and refresher events should be organised for PSMT members.  

Action: Angela Walker

Duration of meeting: One hour and 45 minutes