UNIVERSITY OF LEICESTER

PROFESSIONAL SERVICES MANAGEMENT TEAM

Minutes of a meeting held on
Tuesday 18 June 2013

Present:

Dave Hall (Chair)
Jo Aitkins Geoff Green
Trevor Humphreys Rebecca Johnson
Dawn Kemp Alun Reynolds
Martyn Riddleston Nigel Siesage
Frances Stone Richard Taylor

In attendance: Liz Bailey, Laura Freeman, Veronica Moore (for the business recorded in M40), Angela Walker and Andrew Petersen (Secretary)

Apologies for absence were received from Mary Visser

UNRESERVED (ONLY) BUSINESS

13/M37 MINUTES OF THE PREVIOUS MEETING

The Group approved the minutes of a meeting held on 21 May 2013.

13/M38 MATTERS ARISING

The Group noted that:

a) Arising from M32(b) interviews for the post of Academic Registrar were due to take place in September, and Professor Sue Law had taken up the post of Interim Director of the Academic Practice Service;

b) Arising from M33 the Group noted that provisional budgets for the divisions of Corporate Services, including the savings of £1.93 million for the 2013/14 academic year, would be circulated shortly.

13/M39 CHAIR’S BUSINESS

The Chair reported:

a) That a new Director of Marketing had been appointed, and that an offer had been made for the post of Pro-Vice-Chancellor and Head of the College of Arts, Humanities and Law;

b) That a permanent appointment had not yet been made to the post of Pro-Vice-Chancellor and Head of the College of Social Science;

Cont/...
CONFLICT AND CHANGE MANAGEMENT

The Group received a presentation from Veronica Moore regarding the services currently offered by Staff Counselling for colleagues going through the process of change at work. The Group noted that data collected by the section detailed the broad issues raised by staff with relation to changing working structures and practices. It was further noted that the trends identified could helpfully inform the management and communication of the overall change programme, in order to most effectively address the concerns of staff.

The Group agreed:

a) That ahead of the Systems Thinking Conference in January 2014 the Staff Development and Staff Counselling Services should run sessions to gain feedback from staff on their experience of the change programme. This should then feed into the conference;  
Action: Veronica Moore and Gretel Stonebridge to coordinate

b) That also, ahead of the Conference, a number of case studies of colleagues’ experiences of the change programme should be run through Insider;  
Action: Veronica Moore and Gretel Stonebridge to coordinate

c) That Veronica Moore should report on progress to a future meeting  
Action: Secretary to coordinate

PSMT AWAY DAY

The Group considered a summary from the recent away day, and proposals for building upon the work already undertaken in order to develop an over-arching system picture for the institution, to inform decisions on service improvement going forwards.

The Group considered a proposal to establish a group of operational managers to identify a number of areas that service users interacted with the University, and gather data on those systems in terms of purpose, demand and measures. Members of the Group would have limited or no previous experience of the systems thinking approach and therefore this activity would also expose more colleagues to the approach and build internal capacity.

The Group agreed:

a) That an Operational Managers Group should be established to analyse systems within the institution;  
Action: Geoff Green and Angela Walker

b) That a description of the role of group member should be drafted for circulation;  
Action: all PSMT members

c) That each member of PSMT should identify a minimum of one middle manager from their area to join the group;

d) That it would be helpful to invite expressions of interest in order to identify appropriate staff;

e) That the findings of the Group should be presented to PSMT in September 2013.  
Action: Secretary to co-ordinate
PROFESSIONAL SERVICES CHANGE PROGRAMME

The Group considered a summary description of the service improvement work underway throughout the Professional Services, as previously presented to VCAC. The Group considered means by which academic involvement and input could be ensured throughout the change programme. In view of this, the Group considered the establishment of a Programme Board responsible for detailed and systematic monitoring across the full range of changes underway.

The Group agreed that, in addition to detailed monitoring through a Programme Board, it would be helpful for each meeting of PSMT to receive updates from the business owners of each service improvement, in order to retain general oversight of the programme and report on how academic involvement is achieved at local level.

The Group agreed:

a) That a programme board with responsibility for detailed monitoring of the change programme should be established;

b) That two senior academic colleagues from each college should be invited to sit on the Board;

c) That the Board should report to PSMT, and onward to VCAC

d) That each meeting of PSMT should receive a short update from the business owner of each service improvement via a shared catalogue.

DURATION OF MEETING: 1 hour 30 Minutes