UNIVERSITY OF LEICESTER

PROFESSIONAL SERVICES MANAGEMENT TEAM

Minutes of a meeting held on
Tuesday 18 September 2012

Present: Dave Hall (Chair)
Geoff Green       Gary Hague (vice Martyn Riddleston)
Trevor Humphries Louise Jones
Dawn Kemp        Susan Lapworth
Alun Reynolds    Frances Stone
Mary Visser

In attendance: Carol Prokopyszyn for item M70 and Andrew Petersen (Secretary)

Apologies for absence were received from Rebecca Johnson, Martyn Riddleston, Nigel Siesage and Richard Taylor

UNRESERVED (ONLY) BUSINESS

12/M67 MINUTES OF THE PREVIOUS MEETING

The Group approved the minutes of a meeting held on 16 August 2012.

12/M68 MATTERS ARISING

Arising from M56 Alun Reynolds reported that recruitment was underway for a further Business Partner post, seeking applicants with experience of the Systems Thinking approach. Additionally, procedural guidance for managers regarding the re-grading process was under development.

Arising from M57 the Group received a draft itinerary for a half day Systems Thinking Conference to be held in December 2012. Discussions regarding the format of the conference were ongoing.

The Group agreed:

a) That draft procedural guidance for managers on the re-grading process would be considered at the next meeting;               Action: AR

b) That feedback on the draft Systems Thinking Conference itinerary should be sent to the Chair and Secretary.             Action: All PSMT members

12/M69 CHAIR’S BUSINESS

The Chair reported that he was holding a collective meeting with the operational leaders of the current systems thinking projects in October. The meeting was intended to review the types of management information being used to inform service delivery, the efficiencies savings achieved as a result, and the extent to which new processes were becoming embedded as business as usual.

The Group noted that some of the issues arising through the ongoing interventions related to wider University policy, and would require the endorsement of both Senior Management and the wider academic community in order to implement.
The Group agreed:

a) That it was the responsibility of divisional heads and directors of College administration to drive service improvements in their area, however the balance between involvement in the intervention and maintaining overall strategic oversight was essential;  
Action: 

b) That in order to facilitate this it would be helpful if a wider range of staff could be invited to attend ‘Check’ presentations from each intervention;  
Action: feed back to Operational Managers 

c) That a list of the locations of all of the intervention teams should be maintained and circulated to members;  
Action: Secretary 

d) That senior academic staff should be engaged with ongoing service improvements via the Vice-Chancellor’s meetings with Heads of Departments.  
Action: Chair 

12/M70 CORPORATE SERVICES BUDGET

The Group considered a report on projected savings achieved within the Corporate Services for the 2012/13 academic year and recurrent savings across the planning period. The Group noted that in addition to those savings illustrated, further efficiencies could be generated via ongoing and upcoming systems thinking work, in particular regarding the purchase to pay system.

The Group agreed:

a) That a future intervention into the purchase to pay system was a high priority, and this should commence early in 2013;  
Action: Finance, with Vanguard support 

b) That it would be essential to have in place a structure within the Finance division to accommodate an intervention.  
Action: already underway 

12/M71 BROWN BAG LUNCH PROGRAMME

The Group received a report on upcoming Brown Bag lunches.

The Group agreed:

a) That any proposed amendments to the programme should be co-ordinated through staff development.  
Action: Secretary 

12/M72 IT STRATEGY

The Group received a report from Mary Visser on implementation of the IT Strategy. The Group noted that Alun Reynolds as Project Executive and colleagues from IT Services and Estates and Facilities Management were working to embed the use of multifunctional devices as part of the networked printing strategy.

The Group agreed:

a) That while the timescale for the Network Printing project was not yet finalised, it would be beneficial if it could be completed by the end of the calendar year;  
Action: AR and MV to coordinate 

b) That it was essential that all Heads of Divisions within the Corporate Services support the implementation of networked printing within their divisions.  
Action: All PSMT members
THE GROUP CONSIDERED PROPOSALS FOR FUTURE SYSTEMS THINKING INTERVENTIONS WITHIN THE PROFESSIONAL SERVICES. THE GROUP NOTED THAT THE RECRUITMENT OF ADDITIONAL STAFF IN HR WITH SYSTEMS THINKING EXPERIENCE COULD SUPPORT A WIDER RANGE OF INTERNAL PROCESS INTERVENTIONS.

THE GROUP AGREED:

a) That a future intervention into car parking permit allocation would need to work closely with the existing ‘make me a member of staff’ intervention;  

b) That as noted in M70, the purchase to pay was a high priority for a future systems thinking intervention.  

c) That an intervention into the area of estates stores should be led by Grant Charman and supported by internal colleagues experienced in systems thinking;  

d) That such internal interventions provided an opportunity for divisional heads to engage more closely with the systems thinking approach.

THE GROUP RECEIVED A VERBAL REPORT FROM ALUN REYNOLDS REGARDING THE REVISION OF THE BEHAVIOURAL FRAMEWORK. THE GROUP ALSO RECEIVED A PROGRESS REPORT ON THE SYSTEMS THINKING INTERVENTION IN HR.

THE GROUP AGREED:

a) That the sub-group to consider revisions to the behavioural framework should seek to complete and report by the end of the calendar year;  

b) That where the intervention work raised issues of policy, it was essential to gather detailed data to present to senior management to support the proposed changes.

THE GROUP RECEIVED A PROGRESS REPORT AND NOTED IN PARTICULAR THAT THE DL CLUSTER WAS NOW IN OPERATION, LOCATED IN THE FIELDING JOHNSON BUILDING.
The Group received a progress report.

The Group agreed:
That future reports for all interventions should detail the management data used to support system design, conclusions drawn on the basis of the data, and the measures used to evaluate system performance.

Action: Secretary to feed back to operational leaders

Residential and Commercial Services
Frances Stone reported that the RACS Facilities Manager had left the institution and had been replaced by a temporary appointment.

DURATION OF MEETING: 1 hour 20 Minutes