UNIVERSITY OF LEICESTER

PROFESSIONAL SERVICES MANAGEMENT TEAM

Minutes of a meeting held on
Tuesday 23 April 2013

Present:

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

In attendance: Liz Bailey, Gretel Stonebridge, Angela Walker and Andrew Petersen (Secretary)

Apologies for absence were received from Rebecca Johnson and Mary Visser

UNRESERVED (ONLY) BUSINESS

13/M25 MINUTES OF THE PREVIOUS MEETING

The Group considered and approved the minutes of the meeting held on 18 March 2013.

13/M26 MATTERS ARISING

No matters arising were identified.

13/M27 CHAIR’S BUSINESS

The Chair reported that the recruitment process was underway for a number of senior posts within the Corporate Services, including the Academic Registrar, the Head of Marketing and the Head of Student Recruitment. The Group noted that the Research Support Office would move into the Division of Finance in order to link more closely with Enterprise and Business Development.

The Chair also reported that he would be meeting with heads of academic departments in May to discuss the range of service improvements currently underway across the institution, and the role of departments within this process.

The Group agreed:

a) That examples of the role of academic departments within the wider context of service improvement should be sent to the Chair to inform the dialogue with heads of departments.

Action: all PSMT members
THEME 13/M28  CORPORATE SERVICES BUDGET

The Committee considered a paper detailing the bids from the divisions of Corporate Services, with the exception of the Divisions of Estates and IT Services, to be considered for inclusion within the Corporate Services plan. The Group noted that in light of the savings target set for the Corporate Services it would not be possible to accommodate all of the resource requests and it would therefore be necessary to prioritise those projects in terms of urgency and impact.

The Group agreed:

a) That Heads of Divisions should write to the Chair to define the highest priority resource bids from their divisions;  
   Action: All PSMT members

b) That the Chair, in consultation with Finance, would collate these for presentation to the Planning Support Group.  
   Action: Chair

THEME 13/M29  SYSTEMS THINKING: LEADERSHIP

The Group reflected on the exercise carried out at the last away day, where they had defined the role of the leader within a systems thinking organisation. The Group noted the importance of a leading by example, and of a leader regularly spending time in the work to learn and understand demand and the issues faced by frontline staff delivering a service. The exercise demonstrated some of factors which could prevent or limit the time that leaders were able to spend in the work. The Group then identified how these could be reduced through either short or longer term changes in working practices, either individually or across the institution.

The Group also noted that Staff Development was designing additional systems thinking workshops for senior managers within divisions and the colleges.

The Group agreed:

a) That all members should reflect upon how they could increase the amount of time spent in the work, and commit to at least one immediate change to achieve this;  
   Action: all PSMT members

b) That members should report back on the action taken to the next meeting of PSMT;  
   Action: all PSMT members

c) That proposals for a programme of systems thinking training for senior managers within divisions and colleges should be considered at the next meeting;  
   Action: GG and AW

Duration of meeting: 1 hour 30 minutes