UNIVERSITY OF LEICESTER

PROFESSIONAL SERVICES MANAGEMENT TEAM

Minutes of a meeting held on
Tuesday 3 March 2015

Present:

Dave Hall (Chair)
Liz Bailey        Kate Bradley
Dr Tracey Carlton Ruth Daly
Trevor Humphreys Becky Johnson
Professor Sue Law Martyn Riddleston
Professor Jon Scott Nigel Siesage
Caroline Taylor

In attendance: Michelle Porter (for M28), Angela Walker and Andrew Petersen (Secretary)

Apologies for absence were received from Geoff Green, Dawn Kemp, Frances Stone and Angela Walker

UNRESERVED (ONLY) BUSINESS

15/M28  PRIORITY SERVICE IMPROVEMENT UPDATE: WEB DEVELOPMENT PLATFORM

The Group received a presentation on the web development platform project. The project would include the overhaul of the entire current web estate to move to the Sitecore system which was technically more agile, allowed a level of customisation, provided better data to inform decision making and was more accessible from mobile devices.

The Sitecore system had been procured and work was underway to migrate the ‘Study with us’ pages in order to add functionality to this core business content. The following phases were currently either partially- or un-funded, however would involve rolling the system out to the whole University website.

The Group noted that a critical element of an effective web presence was brand identity and consistency. In light of this, the project team proposed a set of governance principles for the University website which would clearly define and limit the number of colleagues permitted to edit any aspect of the website. This was in line with policy at peer institutions. The Group noted that this represented a departure from current policy and would require the support of the whole University community to be successful.

The Group agreed:

a) That the governance principles were appropriate to ensure a high consistent and high quality web presence;  
b) That it would be necessary to limit the number of people with editing rights;  
c) That to support this a clear job description for a web-editor should be produced;  
d) That the presentation should be re-worked for College Management Boards to demonstrate both the flaws with

Action: Tracey Carlton and team
Action: Tracey Carlton
the current system and the benefits of the new proposals, with particular reference to research, knowledge transfer and other activities beyond recruitment.

15/M29  MINUTES OF THE PREVIOUS MEETING

The Group considered and approved the minutes of the meeting held on 17 February.

15/M30  MATTERS ARISING

No matters arising were identified beyond those featured on the agenda.

15/M31  CHAIR’S BUSINESS

The Chair noted that use of Outlook calendars was not universal across the institution for the purposes of scheduling meetings. The Group noted that there was not an agreed Corporate policy on the use of Outlook calendar however agreed that this would be helpful in terms of reducing the administrative overhead associated with organising meetings across several platforms.

The Group agreed:

a) That it would be helpful to encourage colleagues to use Outlook as a standard diary management tool across the institution.  

Action: Chair to write to colleagues

15/M32  CORPORATE SERVICES BUDGET

The Chair reminded members that the deadline for submission of divisional budgets to the planning round for 2015/16 was 31 March. In addition, members should submit their updated Corporate Services Profile by the same date. The Group noted that the profiles presented an opportunity to demonstrate to colleagues in Colleges and academic departments how the work of the Corporate Services directly supported the academic mission of the institution.

The Chair also reported that Andrew Bush from the University’s Auditors (KPMG) would be invited to a future meeting of PSMT to provide a presentation on areas identified as potential inefficiencies and what actions may be taken to address these. The Group noted that there would be an opportunity for members to discuss the points raised.

The Group agreed:

a) That the Corporate Services Profiles should state clearly the measures that are employed within divisions to demonstrate the efficient operation of systems and processes;

Action: all Heads of Division

b) That the presentation from Andrew Bush (KPMG) should be scheduled for a meeting in the near future.

Action: Secretary to co-ordinate

15/M33  HEADS OF DEPARTMENT AWAY DAY

The Group provided initial feedback on the Heads of Department Away Day that had taken place on 24 February. The Group agreed that it had been a very helpful and positive event and the small group format in particular had provided an opportunity for senior academic and Professional Services leaders to discuss the development of the institution going forwards.
The Group noted that a report from the event was under production and this would incorporate feedback obtained via an electronic feedback form.

The Group agreed:

a) That the feedback from the day should be disseminated to all attendees and this should make clear how feedback on particular issues would feed into specific elements of the strategic conversation, such as the relevant task and finish group.  
   Action: Becky Johnson

15/M34 PROFESSIONAL SERVICES FORUM

The Group noted that a provisional date of Wednesday 6 May had been set for the Professional Services Forum (12-1pm). The Group noted that the Chair would be in contact in due course regarding the nomination of colleagues to speak at the event.

15/M35 UNIVERSITY STRATEGIC CONVERSATION

Becky Johnson provided an update on the progress of the University Strategic Conversation. There had been over 400 responses to the staff survey to date and a series of open forums were planned for March. Each task and finish group had been asked to provide a timescale and set of deliverables in order to feed into the production of the final plan.

The Group agreed:

a) That suggestions for how the final University Strategy could be launched should be directed to Becky Johnson.

15/M36 REPORTS FROM COLLEGES AND DIVISIONS

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

Finance

Martyn Riddleston reported that part of the University Leadership Team meeting scheduled for 9 March would be held jointly with the University Executive Board in order to consider the Corporate Risk Register.

Estates and Facilities Management

Trevor Humphreys reported that parking enforcement activities had commenced on Monday 2 March across the whole University campus.

Duration of meeting: One Hour and 45 minutes