UNIVERSITY OF LEICESTER

PROFESSIONAL SERVICES MANAGEMENT TEAM

Minutes of a meeting held on
Tuesday 6th January 2015

Present:

Dave Hall (Chair)
Liz Bailey   Kate Bradley
Ruth Daly    Geoff Green
Trevor Humphreys Becky Johnson
Dawn Kemp    Martyn Riddleston
Professor Jon Scott Nigel Siesage
Frances Stone Caroline Taylor
Thomas Veit

In attendance: Angela Walker and Andrew Petersen (Secretary)

Apologies for absence were received from Professor Sue Law

UNRESERVED (ONLY) BUSINESS

15/M1  MINUTES OF THE PREVIOUS MEETING

The Group considered and approved the minutes of the meeting held on 6 November 2014.

15/M2  MATTERS ARISING

Arising from M49, the Group noted that the University Leadership Team (ULT) had reviewed proposals from the IT Portfolio Board for the prioritisation and funding of various projects requiring IT support. ULT had approved an additional investment in staffing within IT Services in order to support the various priority projects.

Arising from M50 the Group noted that the University and College Union’s (UCU) action short of a strike had been suspended pending negotiations, however it was unclear whether a sufficient agreement would be reached ahead of the next proposed date for industrial action on 15 January.

The Group agreed:

a) That the further in-year investment in IT Services was welcome, however the time required for recruitment and training of new staff would mean that the impact would not be immediate.

15/M3  CHAIR’S BUSINESS

The Chair welcomed Kate Bradley and Ruth Daly to their first meeting of the Group.

The Chair reported that the outcome of the Research Excellence Framework (REF) had been published and the University had not performed as well as had been hoped for. The Group noted that the result, while disappointing, presented an opportunity to reflect on the wider strategic development of the University and would feed into the consultation due to commence shortly.
PROFESSIONAL SERVICES VALUES

The Group considered the output of the Away Day that had taken place on 2 December 2014. The broad values that had been proposed for the Professional Services had been captured in the document and the Group noted that further work was underway to articulate these in more effective and accessible language for wider consultation.

The Group agreed:

a) That a final draft of the values should be circulated to all PSMT members; Action: Secretary

b) That these should form the basis of consultation in Divisions and Colleges regarding the wider issue of shared values; Action: All PSMT members

c) That the work already undertaken in some Divisions should be mapped on to the Professional Services values to identify similarities and differences; Action: All PSMT members

d) That the outcome of the consultation should be fed back to the Chair by 28 February 2015 and then discussed at a subsequent Professional Services Forum;

e) That it was essential to ensure that staff were able to see the development of the values through a process of consultation in order to enhance buy-in.

PRIORITY SERVICE IMPROVEMENT UPDATE

The Group received a presentation from Geoff Green on progress with Student Lifecycle Change Programme, including SITS reimplementation and the timetabling strategy, policy and process.

The Group noted that there had been significant structural changes and staff movements within the Registry in order to support the development process and that there would be a significant further changes to staff roles across the academic administration, both in schools/departments and Corporate Services, as the re-implemented records system and associated business processes were rolled out. The Group also noted that auto-scheduling for the teaching timetable for 2015/16 and other associated developments such as the wider management of the University’s curriculum portfolio would potentially require amendments to the working practices in some departments, and that it was essential to engage the academic community with this process.

The Group agreed:

a) That a further paper on the establishment of corporate rules for timetabling should be presented to ULT shortly; Action: Geoff Green

b) That following this, these and the wider issues around offer management should be raised with Heads of Department; Action: Chair

c) That the output of the discussion with Heads of College and Departments should feed into the wider strategic discussion.

The Group also considered updates to the Professional Services Improvement Plan for the projects outlined above. The Group noted that the other three high priority service improvements would be considered at future meetings of PSMT in the spring term.
The Group **agreed:**

a) That the team supporting the Smarter Purchasing project should be invited to present an update to the next meeting of PSMT;  
   **Action:** Martyn Riddleston

b) That the teams supporting the Technology Enhanced Learning and the Content Management System should be invited to present to future meetings in the spring term.  
   **Action:** Secretary to co-ordinate

15/M6 **REPORTS FROM COLLEGES AND DIVISIONS**

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

**Estates and Facilities Management**

Trevor Humphreys reported that a new Director of Safety Services had been appointed and would take up post in March 2015. It was also reported that the contractors for the new Centre for Medicine had recently confirmed delays in construction of between 6 and 8 weeks.

**College of Arts, Humanities and Law**

Dawn Kemp reported that two of the five Operational Manager positions within the College were currently vacant due to internal secondments and that the recruitment process was underway to fill these.

**Library**

Caroline Taylor reported that three tenders had been received for the new Library Service Platform.

**Strategic Planning**

Becky Johnson reported that she had now taken up a new role leading a planning team to support the wider University strategic planning process.

**IT Services**

Liz Bailey reported that the updated University storage facilities were now online and the process of migrating business processes would begin shortly. All live databases would be migrated on the weekend of 24/25 January and this would involve significant disruption to access during this period.

Duration of meeting: One hour and 30 minutes