UNIVERSITY OF LEICESTER

PROFESSIONAL SERVICES MANAGEMENT TEAM

Minutes of a meeting held on
Wednesday 2 July 2014

Present:

Dave Hall (Chair)
Liz Bailey
Geoff Green
Trevor Humphreys
Dawn Kemp
Martyn Riddleston

Jenny Dnes (vice Thomas Veit)
Clare Haynes (vice Chloe Grobler)
Becky Johnson
Professor Sue Law
Nigel Siesage

Caroline Taylor

In attendance: Angela Walker and Andrew Petersen (Secretary)

No Apologies for absence were received from Chloe Grobler, Professor Jon Scott, Frances Stone and Thomas Veit

UNRESERVED (ONLY) BUSINESS

14/M30 MINUTES OF THE PREVIOUS MEETING

The Group considered and approved the minutes of the meeting held on 7 May.

14/M31 MATTERS ARISING

No matters arising were identified.

14/M32 CHAIR’S BUSINESS

The Chair reported that the University was continuing to contribute to the Ambitious Futures Graduate Scheme and that a further two graduate trainees would be due to start placements at the University from January 2015.

The Group noted that as the trainees undertook a 6 month placement it was most useful for them to undertake or participate in a discreet project role, from within existing vacant posts where possible.

The Group agreed:

a) That a briefing note regarding the scheme should be circulated to all members;
   Action: Secretary to co-ordinate

b) That members should provide where possible any potential 6 month project based posts for trainees from January 2015;
   Action: PSMT members to contact the Chair with suggestions

c) That funding for such posts should be discussed with the Chair on an individual basis.
14/M33 PRIORITIES FOR DEVELOPMENT: UNIVERSITY LIBRARY

The Group received a presentation from Caroline Taylor about the priorities for development in the University Library.

The Library had undertaken a 6 month process to review the existing Library strategy in with reference to extensive feedback from users and Library staff, in order to identify a number of themes for development. In addition to senior staff away days a conference had been held for all Library staff in which they had been able to consider the purpose of the Library, areas of good practice, undertake horizon scanning and consult on the suggested themes for development. Themes included the role of the Library in supporting research, acting as an interdisciplinary space for learning, providing a personalised customer experience and developing shared values and behaviours for staff.

The Group noted that in the process of the review the Library team had reconsidered the perceived role of the Library from a customer perspective, and was seeking to pro-actively develop this through the themes identified above.

The Group agreed:

a) That the work undertaken to develop a set of staff values and behaviours in the Library could usefully contribute to Corporate level developments in this area; Action: Feed into away day (M32 refers)
b) That the next presentation on priorities for development would be provided by Professor Scott, for Student and Academic Services. Action: Secretary to co-ordinate

14/M32 PSMT AWAY DAY, AUTUMN 2014

The Group considered topics for an away day scheduled for autumn 2014. The Group agreed that arising from several of the recent presentations regarding the priorities for development in individual divisions it would be helpful for the away day to consider the development and implementation of a set of Professional Services values and behaviours.

The Group agreed:

a) That it would be helpful to consider the top level values articulated in the Professional Services Plan and the work of individual divisions in reflecting on their core values and behaviours; Action: Geoff Green to develop proposals for the away day
b) That it would also be helpful to consider the bottom-up operating principles developed through the various systems thinking projects; Action: Angela Walker
c) That the away day should also focus on strategies for the communication and implementation of the agreed values.
14/M33  PROFESSIONAL SERVICES PLAN

The Group received the final version of the Professional Services Plan which had been submitted to the Financial Forecasting Group in May 2014.

Following the initial submission further consultations had taken place with the Heads of College and several of the appendices associated with the plan had been revised to more clearly demonstrate cost movements over time.

The Group agreed:

a) That feedback on the revised appendices recently circulated should be provided to the Registrar;  
   Action: PSMT members
b) That the Corporate Service Profiles that had been included as part of the plan had been helpful and should be reviewed annually going forwards;  
   Action: Heads of Division
c) That the plan and relevant appendices should be made available online;  
   Action: Secretary
d) That the main Plan document should be circulated to all members separately and considered at departmental management groups.  
   Action: Secretary to circulate

14/M34  PROFESSIONAL SERVICES IMPROVEMENT PLAN

The Group considered the Professional Services Improvement Plan for the summer term. The Group noted that the plan had been restructured to make the categories clearer and link individual projects more closely with the institutional strategic priorities.

The Group considered the role of the document in the management of service improvement across the institution. It was noted that several of the categories crossed functional boundaries within the institution and the Group considered whether an individual senior member of Professional Services Staff should have responsibility for each area. While this could be beneficial, the Group agreed that it would first be helpful to consider the corporate structure for the management of service improvement, in particular the mechanisms for identifying priority developments and managing their progress.

The Group agreed:

a) That it would be helpful to provide a corporate level definition of service improvement so as to distinguish which projects should be included within the plan;  
   Action: Geoff Green and Liz Bailey
b) That a proposal for how the Improvement Plan, and the work of PSMT and the IT Portfolio Board could be harmonised should be prepared for a future meeting of PSMT.

14/M35  RENUMERATIONS COMMITTEE

The Group noted that all members who had not submitted a report for consideration by the Remunerations Committee should do so by Wednesday 9 July.

Duration of meeting: One hour and 30 minutes