UNIVERSITY OF LEICESTER

PROFESSIONAL SERVICES MANAGEMENT TEAM

Minutes of a meeting held on
Wednesday 7 May 2014

Present: Dave Hall (Chair)
Liz Bailey  Clare Haynes (vice Chloe Grobler)
Trevor Humphreys  Professor Sue Law
Martyn Riddleston  Professor Jon Scott
Nigel Siesage  Frances Stone
Caroline Taylor  Thomas Veit

In attendance: Jackie Lowe (for M30), Angela Walker and Andrew Petersen (Secretary)

Apologies for absence were received from Geoff Green, Chloe Grobler, Becky Johnson and Dawn Kemp

UNRESERVED (ONLY) BUSINESS

14/M24  MINUTES OF THE PREVIOUS MEETING

The Group considered and approved the minutes of the meeting held on 11 March.

14/M25  MATTERS ARISING

The Group noted that:

a) Arising from M17 funding for the SITS reimplementation project had been incorporated into the draft University budget for 2014/15;
b) Arising from M19 Geoff Green would be organising a session with staff to discuss the drafting of a set of values for the Professional Services;
c) Arising from M21, Liz Bailey and Geoff Green were developing a proposal to better integrate the roles of the IT Portfolio Board and the Professional Services Management Team for the management of service improvement projects within the Professional Services.

14/M26  PRIORITIES FOR DEVELOPMENT: DIVISION OF ESTATES AND FACILITIES MANAGEMENT

The Group received a presentation from Trevor Humphreys on the priorities for development within the Division of Estates and Facilities Management.

The Group noted that the Division had achieved a number of recent successes including significant improvements to the reactive maintenance system, the purchase of the Brookfield site and supporting the University capital programme. The divisional operational management team had undertaken two away days in early 2014 in which they had reviewed the purpose of the division and its constituent teams, as well as their behaviours, values and team development. Each team was undertaking a bottom-up approach to drafting of a set of goals, objectives and measures in relation to their overall agreed purpose.
The priority for the division over a three year period was the review and development of the principles regarding development and management of the estate including a new Estates Strategy, a Public Realm Strategy and a Landscape Management plan. In addition to this, the division would seek to build upon the quality of service delivered to customers through further enhancements to the maintenance system and implementing structural changes to improve service delivery.

The Group agreed:

a) That sharing each divisions approach to and experiences of reviewing its purpose and provision supported a more unified approach to service improvement;  

b) That the next presentation on priorities for development would be provided by the University Librarian.  

**Action:** Caroline Taylor

14/M27  CORPORATE SERVICES PROFILES

The Group considered draft copies of the Corporate Services. The profiles were designed to provide Heads of Colleges with brief and transparent information on each area of the central administration. It was noted that they outlined the purpose, performance, key achievements, challenges and costs of the Corporate Services over the past three years.

The Chair reminded members that the profiles must:

- Define the purpose of the division or office from the perspective of its service users;
- Provide quantitative as well as qualitative measures to evidence how effectively it was meeting its purpose;
- Provide comparator data;
- Provide a clear explanation as to why and how costs had changed over time.

The Group agreed:

a) That the draft profiles should be reviewed in light of the comments above;  

b) That each member of PSMT should peer review the profile of another division and feed back comments;  

c) That profiles should be shared with staff within the divisions of Corporate Services;  

**Action:** PSMT members to feed back to relevant divisional staff

**Action:** Secretary to coordinate

14/M28  SERVICE IMPROVEMENT PROGRAMME BOARD

The Group received the minutes of the meeting of the Service Improvement Programme Board held on 21 March 2014.

Arising from this the Group noted that two workshops would be held each year with academic staff in order to help prioritise the range of service improvement projects within the Professional Services Change Programme.

The Group also noted that it had been agreed that where resource existed in Colleges to support activities such as marketing and recruitment, colleagues from the Division of External Relations should work with College based staff to promote a cohesive approach across the institution. Members noted that a similar system was already in operation to support IT and Estates related functions in the Colleges.
14/M29  SYSTEMS THINKING UPDATE: POSTGRADUATE RESEARCH STUDENT PROCESSES

The Group received a presentation from the team in the Graduate Office which had been reviewing the postgraduate research student journey. The team had used the systems thinking check model to gather demand data and analyse the performance of the system. The team had worked with three academic departments as well as a range of divisions of the Corporate Services to map the student journey.

The check process had demonstrated a significant amount of duplication and waste in the system, along with a large number of internal hand-offs between the Corporate Services and academic departments. Using the demand data the team had developed proposals for a streamlined approach in which a single team supported the whole process on a paperless basis. Details of the proposed pilot would be presented to stakeholders in June with a view to commencing the experiment in October 2014.

The Group agreed:

a) That an update on the progress of the experiment should be provided to a PSMT meeting in the new year.  

Action: Secretary to co-ordinate

Duration of meeting: One hour and 15 minutes