

DISCUSSION POINT – STAFF SURVEY PROGRESS

It's one year since the results of the Staff Survey 2013 were announced and so a good time to reflect on the work which has been taking place to turn your views into actions. Four University-level themes were identified from your feedback: performance and development review; behaviours; reward and recognition; and leadership and management development. Working groups led by members of the University's Senior Leadership Team have been created and are setting short, medium and long term objectives. You can find out more about their progress at: www.staffnet.manchester.ac.uk/staff-survey/themes/ and www.staffnet.manchester.ac.uk/staff-survey/progress/

In addition to the University-level themes, each part of the University has a Staff Survey Action Plan, aimed at tackling particular issues at a more local level. The Staff Survey Steering Group, which I'm part of, would like to hear your views and feedback on how Staff Survey actions are being brought to life both University-wide and in the area you work. To help this discussion you should consider the following:

- Do you think positive action is being taken as a result of the Staff Survey on a University-wide level?
- Are you aware of what is contained in your local Staff Survey action plan for your Directorate/Faculty Office/School?
- Do you think this local action plan is being put into practice, and if so what positive differences have you seen over the past 12 months?
- What more do you think could be done in either at a University-level or more locally to make staff aware of Staff Survey actions?

There's a quick poll which you can take part in – see the box in the top right hand corner on the homepage of StaffNet: www.staffnet.manchester.ac.uk If you have a story about how Staff Survey feedback is being put into practice in your area contact uninews@manchester.ac.uk and a member of the Communications and Marketing Division will be able to advise you on promoting this.

1. STAFF INDUCTION FEEDBACK

A range of views were submitted last month about staff induction and are currently being considered. There will be a further opportunity for staff to give their feedback at the PSS Managers conference later this month at a break-out session on staff induction which is being led by Russell Ashworth, Director of Faculty Operations in Humanities. One of the PSS priorities for 2014/15 is to develop a more performance orientated culture, and as part of this a Staff Development Framework will be created, of which staff induction will form a key part.

2. PERFORMANCE AND DEVELOPMENT REVIEW (P&DRS) GUIDANCE

Last month's CoreMunicate discussion topic of P&DR was a popular one with many views being put forward. The key themes raised were around the complicated paperwork involved in the current process; the difficulty of making P&DRs relevant to the reviewee; and issues around identifying training needs. Interestingly, these are the key issues which the University-wide P&DR Working Group is addressing at the moment as they develop a new P&DR process for the University. All of your feedback has been forwarded to Kenny Nolan, Deputy Director of Estates and Facilities, who will be taking your comments to the next P&DR Working Group meeting. In the meantime, I would like to take this opportunity to repeat my expectation that all PSS staff will

COREMUNICATE

have a P&DR which will be carried out before the end of July 2014. To assist you in achieving this you can find updated guidance for both reviewees: <http://man.ac.uk/2LekNW> and reviewers: <http://man.ac.uk/aU5HDO>

3. EMAIL GUIDANCE AND TRAINING

In previous team briefs, you've been asked for your feedback on email practices. This feedback has been forwarded to the email working group, chaired by Kay Day, Director of Faculty Operations in Medical and Human Sciences. Your feedback indicated that poor email practice is a problem for colleagues, reinforcing the findings of the group Kay is leading. As a result, the group has developed University guidelines on email practice which can be found at: <http://documents.manchester.ac.uk/display.aspx?DocID=20425>

If we're to make a difference to the poor practice across the University, we need to ensure that the guidelines are adopted widely. I would encourage you all to ensure that your emails follow the good practice outlined in the guidelines and challenge colleagues when their emails do not adhere to them. Along with senior colleagues including the President, Vice-Presidents, Heads of Schools, Associate Deans and PSS Directors; I undertook a one hour session called: 'email Hell to Heaven' last month. The session was very well received and many senior managers are keen to roll out this training in their areas – in fact I have changed my own email etiquette as a result! The Staff Training and Development Unit can provide this session in your area.

4. DEVELOPMENTS IN PROFESSIONAL SUPPORT SERVICES

I will be giving a presentation later this month to update on progress against the PSS Objectives for 2013/14 and my view of the challenges ahead for the PSS. There will also be the opportunity to ask me questions. The event takes place in Room 1.1, in the Kilburn Building on Monday, 23 June (12.30-1.30pm) with refreshments from 12.15pm. Any member of staff is welcome to come along, but you need to book a place via the Online Training Catalogue on StaffNet or by emailing courses-stdu@manchester.ac.uk. If you're unable to attend the event, you'll still be able to watch a live stream on your PC and further details of this will be announced closer to the event.

5. PILOT OF EQUALITY CHALLENGE UNIT RACE EQUALITY CHARTER MARK

The University is taking part in the pilot of the Equality Challenge Unit's (ECU) new race equality charter mark, showing a commitment to tackling racial inequalities in higher education. The charter mark is about working hard to improve the representation, progression and success of our minority ethnic staff and students. If we can show real progression over the next year, alongside ambitious action plans for future work, we will be able to submit for a charter mark award in spring 2015. This backs up a piece of work which a working group led by Patrick Johnson, Head of Equality and Diversity and Andrew Walsh, Director of Research and Business Engagement Support Services has been doing, aimed at increasing the number of BME staff working at the University, and in particular in senior PSS roles. One of the first tasks will be to set up a self-assessment team which will include staff at different grades both PSS and academic which will then lead on the development of the charter mark. If you'd like further information contact Patrick Johnson, Head of Equality and Diversity at patrick.johnson@manchester.ac.uk

6. AWARDS FOR PSS STAFF

I'm pleased to announce that a number of PSS staff have been recognised by both University and external awards over the past month. These include:

COREMUNICATE

- NEON Awards: Colleagues from the Student Recruitment and Widening Participation team in Student Recruitment and International Development attended the inaugural NEON awards which celebrate widening access to higher education and won:
 - NEON Widening Access Initiative Award: Manchester Gateways programme (Emma Britain and Any Barnett: Student Recruitment and Widening Participation Officers).
 - NEON Outstanding Contribution to Widening Access Award: Sam Kalubowila, Undergraduate Recruitment and Widening Participation Officer (BME).
- University's Volunteer of the Year Awards: Staff winner was Lucy Swinton, Student Support Graduate Intern in the School of Nursing, Midwifery and Social Work. Lucy is a Director and the Oltenia Project Co-ordinator for The Life Foundation.
- Association of University Chief Security Officers (AUCSO): Security Services C Crew (David Collinson, Christian Rainford, Christopher Warden and Barry Needham) won Security Team of the Year for the way they dealt with an incident involving an attack on a student.
- Rainmaker Award: The team behind the University's successful £300 million bond issue last July won 'Non-Traditional Deal of the Year' at these corporate finance awards.

7. WHITWORTH ART GALLERY TOURS

Staff are invited to take a look at the work going on at the Whitworth Art Gallery as it undergoes a £15 million redevelopment. The Gallery is due to reopen on 25 October, but you can take a look at the work in progress by signing up to a tour entitled: 'Whitworth: Past, Present and Future.' Tours are running on Thursdays: 3 July, 7 August, 4 September and 2 October from 12.15 – 1pm; and Saturdays: 5 July, 2 August, 6 September and 4 October from 2-3pm. All tours are free and wheelchair accessible, but you must book a place by emailing whitworth@manchester.ac.uk or phoning: 0161 275 7450.

8. WELLBEING WEDNESDAY

The next WellBeing Wednesday is on 25 June and the theme is 'Relax and Rejuvenate'. There will be free activities for staff including tai chi and a walk around the gardens at Chancellors. There will also be a 'random acts of kindness' campaign with staff being encouraged to help out fellow colleagues. Find out more at: www.sport.manchester.ac.uk/wellbeing

Will Spinks, Registrar, Secretary and Chief Operating Officer