

JULY 2014

1. YOUR VIEWS ARE NEEDED ON STAFF RECOGNITION “THANK YOU” SCHEME

For this month’s Discussion topic, we would like to get your views on the Staff Recognition and “Thank You” Scheme introduced at the beginning of the year in response to issues raised in the Staff Survey.

The University created the Staff Recognition Thank You Scheme to provide a means of providing instant and spontaneous recognition for exemplary work all year round on an ‘as and when basis’. It applies to situations which would not be appropriate for submission to the Rewarding Exceptional Performance Policy or other recognition schemes. The Scheme supports the *Manchester 2020* Strategic Plan in its aim to create a culture in which all staff feel valued and where “going that extra mile” is noticed and appreciated.

The scheme is open to all staff and enables you to send a thank you to a colleague, your team or your own manager and also enables managers to give modest gifts or thank you events to their individual staff or teams. The aim in setting up the scheme is to create a culture where saying a heartfelt thank you for a job well done (no matter how small) will become commonplace. In the first six months, more than 1000 cards have been sent, 40 gifts have been sent and 11 team have benefited from a thank you event

Discuss how the scheme is working in your team:

- Do you think saying thank you makes a difference?
- Do you think the Thank You Scheme is a good idea?
- Are you aware of people who have received a thank you card or gift? How did it make them feel?
- What sort of behaviours should be rewarded? What does “going the extra mile” mean to you?
- Do you understand the when to use the different recognition schemes: *Exceptional performance; Thank you scheme; and Distinguished performance awards*

You should send the feedback from your discussion to your Director who will collate the findings and return them.

If you would like more information on the scheme or share your thank you stories, please email thankyou@manchester.ac.uk.

2. ANOTHER SUCCESSFUL YEAR AND A BUSY YEAR AHEAD FOR PSS

Last month, we held the sixth PSS Conference for around 200 senior and middle managers from across the Professional Support Services and I also spoke to more than 150 colleagues at a HEI seminar organised by our colleagues in the Staff Development and Training Unit.

Both events provided me with an opportunity to take stock and update colleagues on progress against University and PSS priorities for the past year, outline the development of key priorities for 2014/15 and

help to develop further the single team ethos both within the Professional Support Services and with our academic colleagues.

It has been another very successful year for the University and the PSS has made a major contribution to achievement of the five key strategic priorities outlined at the start of the academic year of; increasing Research Grant and Contract Income; achieving our Student Recruitment targets, improving the Student Experience; developing and delivering our People Strategy; and putting in place the finances to deliver our ambitious campus Masterplan

Our priorities for the year ahead are equally ambitious and will include sustaining and improving the performance in many of these areas as well as maintaining research momentum post-REF; delivering our social responsibility signature programmes; creating a more performance-orientated culture; increasing and diversifying income; developing and delivering a communications and marketing plan; and delivering progress on the IT Transformation Project.

I would like to thank colleagues for their efforts over the past 12 months where we have continued to deliver an improving and high quality service at without increasing costs. I have every confidence that we can continue to deliver to this very high standard by continuing along the path of the past 3 or 4 years of focusing on supporting the achievement of the University's key objectives, demonstrating teamwork – both within the PSS and with our academic colleagues – and seeking out opportunities where we can improve performance and create opportunities for strategic investment by standardising our processes.

You can see a video of my presentation to the HEI seminar on StaffNet at <http://www.staffnet.manchester.ac.uk/news/display/?id=12395>

3. DIPLOMA IN MANAGEMENT AND LEADERSHIP LEVEL 5 (MS4)

The Staff Training and Development Unit is now accepting applications for a place on 'The Diploma in Management and Leadership (Edexcel Level 5)'. The course begins on Wednesday 24th September 2014 and will be delivered each Wednesday morning from 9.15am until 12.15pm for an academic year. The Diploma is designed to provide an opportunity for staff to gain a recognised qualification in management studies and is particularly suitable for practising junior / middle managers or those who wish to make a career in management. An information session about the programme will take place at 12.30pm on Tuesday 8 July, 12.30pm at the Staff Training and Development Unit, please reserve your place at <https://app.manchester.ac.uk/tms4a> or e-mail Anita.lehmann@manchester.ac.uk

4. RECORDS RETENTION AND DISPOSAL OF CONFIDENTIAL DATA

Over the summer many of us take the opportunity to clear out papers and files in preparation for the new academic year. The University's Retention Schedule (<http://documents.manchester.ac.uk/DocuInfo.aspx?DocID=6514>) provides guidance on how long data should be kept for in order to meet our statutory and business requirements, enable us to find documents and maximise the use of limited storage space.

Please remember that any paper records that contain confidential or personal data must be disposed of either by shredding or by making arrangements through Shred-it, the University's approved supplier of shredding services. The "blue-bag" collection service is not a sufficiently secure method for disposal of

confidential waste. Examples of data which require secure disposal can be found

<http://documents.manchester.ac.uk/DocuInfo.aspx?DocID=15677>

If you need guidance regarding the retention, storage or management of University data, please email the Records Management Office at dataprotection@manchester.ac.uk.

5. OPEN DAYS

Many thanks to those colleagues who contributed to the delivery of our Undergraduate Open Days on Friday 20 and Saturday 21 June 2014. With more than 24,000 visitors registering to attend, the events presented considerable logistical challenges, and their successful delivery is testament to everyone's hard work and commitment to single-team working. We received some excellent feedback on the day, with many visitors going out of their way to comment on how welcoming and helpful our staff and students were. Planning for our September and October Open Days is already underway. If you have any feedback or views that you would like to share about the Open Days, please contact rebecca.lee@manchester.ac.uk

6. GRADUATION

Two weeks of Graduation ceremonies will commence on Monday 7 July 2014. There will be 36 ceremonies over 10 days welcoming 9000 graduands and 15,000 guests. More than 100 PSS staff, primarily from Faculties, Schools, the Directorate of Student Experience and Estates and Facilities are involved in planning and delivering these events and many more colleagues, including me, Nancy, all members of the Senior Leadership Team and Chancellor Tom Bloxham, will play a part in the ceremonies. This is a great example of teamwork and I would like to thank in advance all of those colleagues who will be working so hard to ensure that graduating students and their families enjoy their special day.

7. THANK YOU AND HAPPY HOLIDAY

This will be the last CoreMunicate until early October. Can I take this opportunity to thank you all for your contribution to the work of the PSS over the past year and I hope that you get the opportunity for a relaxing break sometimes over the course of the next few months.

Will Spinks

Registrar, Secretary and Chief Operating Officer