

JUNE 2015

1. DISCUSSION TOPIC – MANCHESTER 2020 REFRESH

The University's Strategic Plan, Manchester 2020, is being refreshed. The ambition and overall direction of Manchester 2020 remains the same, but the University's Senior Leadership Team is using the key milestone of 2015 as an opportunity to review progress to date and to review and refresh the Core Goals and Enabling Strategies contained within the plan. There will be widespread consultation with key stakeholders on issues and the aim is to produce an updated version by October 2015. As part of the refresh, it is proposed that two of the previous Enabling Strategies (Managing Information and Quality Processes) are merged into a new Enabling Strategy called Quality Services. Although the work of the PSS is reflected in many other parts of the Strategic Plan, this Enabling Strategy is specifically focussed on the whole of the PSS (and the Library) and is an opportunity for us to define exactly how the PSS will work in the coming years in support of the University's Core Goals. This month I'd like you to discuss these developments in your team brief and seek views on the following questions:

- How does the PSS support the University's Core Goals of Research, Teaching and Learning and Social Responsibility? What is current best practice?
- What are the key challenges facing the PSS over the next five years?
- What sort of Professional Support Services is required to meet these challenges?
- What are the key targets and measures the PSS should be aiming for in your area?

You can send your feedback by Monday, 22 June to coremunicate@manchester.ac.uk

2. STAFF SURVEY 2015 RESULTS

Thank you to everyone who completed the Staff Survey – 3,227 of the 7,117 responses were from the PSS and every part of the PSS met or exceeded the 50% completion rate, with some areas achieving a 100% response rate. This is the second time the Staff Survey has been run with Capita, so we are now able to compare responses with those from 2013 to begin to see any emerging trends and help to formulate action planning. I'm pleased to report that both the University-level and PSS-wide results show that overall staff continue to feel very positive about their experience of working here. 94% of respondents say that the University is a good place to work (96% across the PSS). 92% of respondents say they are proud to work at the University (93% across the PSS). In both of these areas there has been some consolidation as more responses move from the 'tend to agree' to the 'agree' category. There are several areas where performance has improved since the 2013 survey. One of the biggest increases has been around awareness of individual's responsibilities in relation to the University's Dignity at Work and Study policy, which has increased from 68% in 2013 to 80% in 2015.

While these results are extremely encouraging, there are also some areas where we need to improve – in particular around managing change and helping staff to gain a better work-life balance. Within the PSS there remains an issue around 'feeling valued' with only 67% of PSS staff saying that support staff are valued as part of the University community. PSS Directors have just received the results for the area they are responsible for and will share these with you. They have been asked to consult with staff in order to understand more about some of the responses and to put together action plans to address the issues raised.

These action plans need to be completed by September ready to be put into practice from October 2015 onwards. There will also be a PSS-level Staff Survey Action Plan and the creation and implementation of this will be led by Jan Wilkinson from the University of Manchester Library. Volunteers from across the PSS are being sought to be part of the PSS Staff Survey Action Plan group and if you are interested in getting involved in this, please contact Jan at jan.wilkinson@manchester.ac.uk as soon as possible.

3. UPDATE ON THE REVIEW OF STUDENT MARKETING, RECRUITMENT AND ADMISSIONS

In the March edition of Coremunicate I announced the establishment of the Review of Student Marketing, Recruitment and Admissions which is sponsored by Deputy President and Deputy Vice-Chancellor Professor Colin Bailey, with the operational group chaired by Kay Day, Director of Faculty Operations in the Faculty of Medical and Human Sciences. The first part of this work, which involved mapping the current processes across the University, has now taken place involving all four Faculties and two or three Schools from each Faculty. Other parts of the PSS involved at this stage include the Directorate for the Student Experience, the Division of Communications and Marketing, the Planning Support Office and Research and Business Engagement Support Services. Thank you to everyone who contributed to this essential piece of work. The next stage of the review will consider the findings of the process mapping exercise and bring this together with the work undertaken by PA Consulting in identifying external good practice across the sector.

4. CHANCELLOR ELECTIONS

The ballot to elect the next Chancellor of our University is now underway. Staff, registered alumni and members of the General Assembly can vote for one of the three candidates to put their name forward for the ceremonial head of the University. The candidates are award-winning writer and broadcaster Lemn Sissay MBE, former Cabinet minister Rt Hon Lord [Peter] Mandelson and Hallé Music Director Sir Mark Elder CBE. The election will close on 18 June and the results will be announced on 22 June, with the successful candidate taking office on 1 August for a period of seven years. Voting instructions have been issued by email and by post (to those staff who don't have email access at work and those who have requested a postal vote) directly by the University's electoral agent Election Reform Services (ERS).

5. PSS SUCCESSES AT MAKING A DIFFERENCE AND VOLUNTEER OF THE YEAR AWARDS

Last month the University held its inaugural 'Making a Difference Awards', aimed at recognising the outstanding social responsibility achievements of our staff and students. I'm delighted to report that there were a number of PSS people and projects celebrated at this event. You can find out more about the awards and the people who won them at: www.socialresponsibility.manchester.ac.uk/get-involved/awards/award-winners-and-highly-commended-2015/ but there's a special mention for Alex Waddington from the Communications and Marketing team in the Faculty of Humanities who won the Outstanding PSS for Social Responsibility category for his work setting up the Policy@Manchester blogs.

There was more PSS success at the 'Volunteer of the Year' awards, also held last month. The winner of the staff category was Karl Hennermann, IT Officer in the School of Environment, Education and Development who volunteers with MapAction, a charity which maps natural disasters and humanitarian crisis. Third place went to Steve McCabe from the Division of Communications and Marketing who is a volunteer carer for The Pilgrimage Trust, which provides pilgrimage trips to Lourdes for children who are sick, disabled, terminally ill or disadvantaged.

6. GIVE AND GAIN

The University took part in Give and Gain Day on 15 May, the national day of employee volunteering organised by Business in the Community (BITC). Teams from the Division of Communications and Marketing, Human Resources, the Office of Social Responsibility and Housekeeping staff from Victoria Park and Estates and Facilities took part. Work took place at projects including the homeless charity Lifeshare, Debdale Park in Gorton and animal shelters in Tameside and Sale. Thank you to everyone who took part in bringing our social responsibility agenda to life.

7. SUMMER ROADWORKS

Oxford Road will be closed to through traffic from Monday, 8 June to Monday, 15 June while essential work is carried out to divert services which currently run across the Precinct Centre bridge. Pedestrian access will be maintained and vehicles will still be able to access the campus. The Precinct Centre bridge will no longer be accessible from Wednesday 3 June, and this will remain the case until it is demolished in the summer as part of the redevelopment of the Manchester Business School. Bus diversion routes will be in place and you can find out about these at: www.staffnet.manchester.ac.uk/news/display/?id=14595 There will also be a second road closure over a four week period from 10 August until 6 September.

8. SUSTAINABLE TRAVEL FEEDBACK

Thank you to everyone who gave feedback on last month's discussion topic of sustainable travel. A report outlining the key themes will be forwarded to the Sustainability team within the Directorate of Estates and Facilities. Friday, 19 June is 'Give Your Car a Rest Day' and you're encouraged to leave your car at home and travel using more sustainable methods. In addition, University car park permit holders can also get a free week's travel on Northern Rail trains. To register, email corporate.sales@northernrail.org and add 'University of Manchester' as the subject.

9. MANCHESTER GRADUATE INTERNSHIP PROGRAMME

The Manchester Graduate Internship Programme (MGIP) meets a growing demand from our graduates seeking to start their careers in Manchester post-graduation. The programme identifies short-term, temporary, paid internships exclusively for our graduates with a variety of organisations and businesses - including the University. Internships can last from four to 12 months in a variety of roles. If you're interested in finding out more or are thinking about recruiting an intern to your team, contact mgip@manchester.ac.uk or visit www.careers.manchester.ac.uk/staff/employingstudents/mgip/internships/ To help you recruit our graduates the MGIP team in the Careers Service provides full recruitment support.

Will Spinks

Registrar, Secretary and Chief Operating Officer

