

FEBRUARY 2016

## 1. DISCUSSION TOPIC – TRAINING & DEVELOPMENT

For this month's discussion topic, we would like you to revisit the topic of training and development, in particular how we prepare and support our PSS colleagues through the employee "lifecycle".

We now have a new Head of Staff Learning and Development, Jonathan Winter, and a fantastic new Staff Learning and Development Centre in Roscoe Building, which was opened last month by Nancy. The Centre, which is ideally suited as a learning environment with larger, brighter rooms and panoramic views of the city from its 5<sup>th</sup> floor location, is the new home for what was formerly STDU (now "Staff L&D")

Jonathan is currently putting together strategies and priorities to support the training and development needs of colleagues from across the University. In the PSS, we have recently launched an exciting new Leadership Development Programme aimed at providing around 150 senior PSS colleagues with an understanding of the challenges and opportunities facing the University and the skills and understanding required to lead a team through change.

We are now looking at how we can provide equally comprehensive and integrated training opportunities for more colleagues across the PSS. This will take account of the valuable feedback that we gained from discussion conducted via CoreMunicate in July on the topic of the core skills and other attributes that all PSS staff will need as they progress through operational, managerial and leadership roles.

In the recent Annual Performance Review for the PSS, senior colleagues were very supportive of the idea of staff moving around the PSS to enable them to understand different areas of the organisation better, particularly across the central/Faculty/School boundaries. Whilst it was recognised that structures and cultural issues could be a challenge for secondments and shadowing, it was seen as an excellent model of staff development.

For this month's discussion topic, we would like you to focus on three particular aspects of personal development namely:

- 1) How can we make better use of secondments and work shadowing to support staff development?
- 2) How can we make better use of coaching and mentoring?

How can we more effectively support staff on to the next step of their career? Please send your feedback to [coremunicate@manchester.ac.uk](mailto:coremunicate@manchester.ac.uk).

As usual a summary of your feedback and how it is being acted on will feature in a future Coremunicate.

## 2. QUALITY SERVICES – SIMPLIFICATION AND STANDARDISATION

In the December Core Brief, I mentioned that one of the key topics for discussion at the PSS Annual Performance Review (APR) was how we could achieve our goal of improving the efficiency and quality of services that we provide to the University community by simplifying and standardising some of our processes.

Since the APR, I have held further discussions with senior colleagues and we have produced a draft set of key principles against which proposals to simplify and standardise University processes will be judged and a proposed framework and structure to manage these projects. The draft guiding principles are:

- 1) There should be a common structural model for all three Faculties to work towards, whilst accommodating essential variations.
- 2) There should be clear lines of ownership for processes.
- 3) Wherever and whenever possible, we should adopt simple and standardised processes.
- 4) We should agree common operational remits for each service area.
- 5) We should adopt common job titles and job descriptions.
- 6) We should avoid replication of work seeking, wherever possible to do things in one place in one way.

We are proposing the establishment of a Simplification and Standardisation Strategy Group (SSSG), which will be a high level forum whose primary purpose will be to ensure that there is a co-ordinated approach to the simplification and standardisation of the University's processes.

I will keep you posted on the progress of these proposals and as we evolve an agenda for future action.

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### 3. FEEDBACK – PSS COMMUNICATIONS AND CORE BRIEF

In the December Core Brief, we asked you to discuss the effectiveness of internal communications within the PSS and the wider University and offer suggestions for how these could be improved. We received some interesting feedback and ideas, which we will act on, including:

- PSS colleagues welcomed the opportunity to feedback on topics through the Core Brief, but they would like to see more evidence of how their feedback influenced decisions and resulted in action. [We will undertake to do this on a more regular basis in the future editions of CoreMunicate](#)
- Colleagues observed that across the University there was a lack of clarity and consistency about where and when decisions were taken and how these were communicated. [The President's Senior Leadership Team has recently discussed this issue and will be producing a map of where decisions are made and the channels and cascades available for staff communications and engagement. We will keep you posted on the progress of this project.](#)
- Some PSS colleagues felt that the Core Brief process worked well and that something similar should be put in place for academic staff. [The Faculty of Humanities is putting in place cascade communication channels for academic staff and other Faculties will consider their effectiveness as part of the project described above.](#)
- Some colleagues wanted the Core Brief part of CoreMunicate to be available on video. [We will pilot this for CoreMunicate in March.](#)

Thank you, once again for your ideas and feedback

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### 4. THE CHRISTMAS SWITCH OFF – THANK YOU!

You may recall from the December CoreMunicate that for the past few years we have been asking your help to save energy over the Christmas holiday by promoting the "Christmas Switch Off". Compared to the 2014-2015 Christmas Switch Off, this year the University estate saved 2% on energy consumption (equivalent to £4,667.08). Compared to a 'normal' period in term time, the savings were 27% (equivalent to £80,625.93).

Many thanks for your help and support.

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## 5. MANCHESTER GOLD FINALISTS 2015/16 –VOLUNTEERS WANTED

The Careers Service will be running the successful Careers Mentoring/Support Programme for our soon-to-be graduates once again this year – and they would like your help. The programme aims to help our unemployed/underemployed graduates make a successful transition into graduate-level work or further study. Students who are in their final year of an undergraduate programme in 2015/16, who are unsure of their next steps, or have not secured a graduate-level role, can apply for the programme.

Almost 100 staff members from across the PSS volunteered as careers supporters in 2015, and we have heard numerous success stories from these partnerships. Thank you to all who were involved last year! We are again looking for staff volunteers from across the PSS to take part as Career Supporters from April – October 2016. As a Careers Supporter, you will be paired with one (soon-to-be) graduate, and hold monthly 60-minute meetings (either in person, via email, phone or Skype), between April and October 2016, to help clarify what they want to do next and devise a plan which will help achieve their goals.

To express an interest in becoming a Careers Supporter, please email [nia.watkinjones@manchester.ac.uk](mailto:nia.watkinjones@manchester.ac.uk) before the 29 February 2016.

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## 6. NEW DIRECTOR OF FINANCE

Stephen Dauncey, currently Chief Finance Officer for Highways England, has been appointed as Director of Finance at the University. He will join us on 29 March 2016 for a handover period with Steve Mole before taking up the role. Stephen Dauncey was also a Board member of Highways England and a core member of the team that completed the transition from a government agency to a publicly owned company. Stephen is a certified accountant (FCCA) and has a good knowledge of the University having served for more than five years as a lay member of the University's governing body and more recently chair of the Audit Committee. He is also a non-executive board member for the Manchester Camerata.

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## 7. DATA PROTECTION CAMPAIGN

As you may be aware, the University has recently launched a data protection campaign in partnership with the Students' Union. The aim of the campaign is to raise awareness amongst staff and students of the need to protect the personal and sensitive data we process on a daily basis. A series of posters have been developed for display across campus. If you would like some posters to display in your office or building, please either contact Sally Ainsworth ([sally.ainsworth@manchester.ac.uk](mailto:sally.ainsworth@manchester.ac.uk)) or your local Data Protection Guardian. For further information and guidance regarding data protection, please visit [www.dataprotection.manchester.ac.uk](http://www.dataprotection.manchester.ac.uk)<<http://www.dataprotection.manchester.ac.uk>>

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## 8. SUSTAINABILITY CHALLENGE –VOLUNTEERS WANTED

Ethical Grand Challenges (EGC) is one of the University's signature programmes for Social Responsibility and aims to produce socially responsible graduates. Part of EGC is the *Sustainability Challenge* which will be offered to all incoming first year undergraduates on Tuesday 20 September 2016. A large number of PSS staff volunteers will be required to support the delivery of the *Sustainability Challenge* as facilitators and stewards. Details about how to get involved will be sent out shortly to faculties/schools and will be showcased on StaffNet. For further information contact: [jane.ratchford@manchester.ac.uk](mailto:jane.ratchford@manchester.ac.uk)

**Will Spinks, Registrar, Secretary and Chief Operating Officer**