

JUNE 2017

1. COREMUNICATE VIDEO

Welcome to June's CoreMunicate. In this month's video there's a message from Jonathan Winter, Head of Staff Learning and Development who outlines future plans in this area. Watch the video at: www.staffnet.manchester.ac.uk/pss/coremunicate/

2. MANCHESTER ARENA ATTACK

The shocking events at the Manchester Arena on 22 May had a profound impact upon the City and all of us who either work here or call Manchester our home. Our University has come together to offer support and assistance to staff, students and the wider Manchester community. I'd also like to thank all of the University staff who helped with our emergency response to the situation. Echoing messages from Manchester City Council and the Mayor of Greater Manchester, we have carried on with business as usual and will continue to do so. Our first priority is always the safety and security of staff, students and visitors to our campus and our Security team is available on campus 24/7. If you see anything suspicious or that causes you concern, contact Security on 0161 306 9966. In an emergency, contact the Police on 999 first and then University Security. We are also sharing the government's advice on what to do in the event of an incident – Run, Tell, Hide. You can find out more at: www.staffnet.manchester.ac.uk/news/display/?id=18419

3. STAFF SURVEY RESULTS

The results of the Staff Survey 2017 have now been published and you can find the highlight report and complete set of University-level results provided by Capita at: www.staffnet.manchester.ac.uk/staff-survey/ Thank you to everyone who took part – 3,786 of the 7,658 responses were from the PSS, giving an overall PSS response rate of 93%.

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. 93% of respondents say that the University is a good place to work (95% across the PSS). 91% of respondents say they are proud to work at the University (92% across the PSS). In the PSS there are a number of areas where improvements have been made and it's particularly pleasing to see that some of these are across themes where we've focused our action planning over the past two years. Satisfaction with line management has increased, in particular around giving feedback on performance which has risen to 77% (74% in 2015). Satisfaction with Performance and Development Reviews (P&DR) has increased, with 89% of PSS staff saying they agreed clear objectives as part of their PDR (up from 84% in 2015) and 86% saying they agreed personal development objectives (up from 80% in 2015). 80% of PSS staff also say they have places to take a break at work (up from 73% in 2015).

I, and the rest of the Senior Leadership Team, appreciate that the Staff Survey took place before the recent Manchester 2020 announcement proposing changes in staffing. One area which the results show we need to focus on is helping staff to prepare for and cope with change. PSS Directors have now received the results for the area they are responsible for and will be sharing these with you. They have also been asked to consult further with staff if they feel they need to understand more about some of the responses and begin to put together action plans to address the issues raised. These action plans need to be completed by the end of September ready to be put into practice from October 2017 onwards. There will also be a PSS-level Staff Survey Action Plan and the creation and implementation of this will be led by Terry Hudghton, Director of Communications and Marketing. 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, contact Terry at terry.hudghton@manchester.ac.uk as soon as possible.

4. M2020 PROGRAMME UPDATE

Last month there was an announcement outlining proposed reductions of 31 PSS posts in the Faculty of Science and Engineering and Directorate of Finance as part of the Manchester 2020 Programme. Consultation meetings with the trade unions on these proposals are currently taking place and we intend to open a voluntary severance scheme to staff in affected areas as soon as possible. Updated frequently asked questions are available at: www.staffnet.manchester.ac.uk/m2020/ along with minutes from the consultation meetings with the trade unions.

5. CHANGES TO THE PSS LEADERSHIP TEAM

Tim Westlake, Director for the Student Experience, will be leaving the University at the end of July to take up the position of Chief Operating Officer at the University of Sussex and I'm sure you'll join with me in wishing Tim well for the future.

Mark Rollinson will be joining the University as Deputy Secretary from late July. Mark has considerable experience of University governance, and joins us from the University of Bradford where he is currently Deputy Secretary.

6. IMPROVING CYBER SECURITY

IT Services is introducing new and improved practices through its Cyber Security Programme to keep our information and data secure. One of the first changes you'll see takes place this summer when '2-factor authentication' will be launched – this involves adding an extra layer of IT security when colleagues log in and will make it much more difficult for someone else to access protected services even if your password is stolen or guessed. During the week commencing Monday, 12 June you'll receive an email asking you to register with a company called Duo which is providing our 2-factor authentication service. To find out more about our Cyber Security Programme and 2-factor authentication visit: www.manchester.ac.uk/cyber

7. UNIFORM BENCHMARKING PROGRAMME

We are taking part in the UniForum benchmarking project this summer alongside 17 other Russell Group universities. PSS managers will be asked to complete an online survey in order to gain an insight into how our support activities are resourced. If you are required to contribute to this process I'd ask that you prioritise this as it's important that we gain an accurate picture. This is the second round of the UniForum process - we collected data in 2014/15 which has been used to inform strategic initiatives like the Student Lifecycle Project. In July we will be sharing with colleagues the findings of the Service Effectiveness Survey which is also part of the UniForum project and will provide feedback on satisfaction across a range of our professional services.

8. BUILDING FUTURES

A series of workshops are being held during June and July to give information on how to access the £1.9 million of funds being made available to deliver apprenticeship training at our University through the Apprenticeship Levy. This is an opportunity to invest in future talent and ensure our existing workforce has access to enhanced skills development opportunities. If you recruit apprentices or manage colleagues who could take advantage of this training find out details of the workshops at www.staffnet.manchester.ac.uk/news/display/?id=18452.

9. MAKING A DIFFERENCE AND VOLUNTEERING AWARDS

A number of PSS colleagues were honoured at two University award ceremonies last month. At the Volunteer of the Year Awards, chef Janice Stephenson from the Directorate of Estates and Facilities came second in the staff category for her work

The University of Manchester running the charity 'Humanity Giving Back' and providing unused food from the University to those most in need. Michelle Inwood, Project Officer in the School of Health Sciences, came joint third for her environmental work including developing the Michael Smith quad garden. Sarah Swithenbank from the Careers Service was Highly Commended for her work as a Rainbow leader. At the Making a Difference Awards, Lynne Bianchi, Director of the Science and Engineering Education Research and Innovation Hub in the Faculty of Science and Engineering won the Outstanding Professional Support Services category for her work on the Great Science Share programme; Lenox Green in School of Mathematics was Highly Commended for his voluntary work with the homeless and young people; and the Green Impact Team in the Rutherford Building (Louise Rowbotham, Roz Webster, Amy Barnett and Lisa Donnelly) were Highly Commended in the Environmental Sustainability category.

10. PURPLE WAVE

I would like to add my personal congratulations and thanks to all those PSS colleagues who took part in the Purple Wave as part of the Great Manchester 10k run. More than 2,400 students, staff and alumni took part and so far over £43,000 has been raised for good causes. It has also cost me a healthy sum in sponsorship!

Will Spinks, Registrar, Secretary and Chief Operating Officer