Future Ways of Working

HISTORY

After mapping our processes and services with People & OD we conducted a series of focus groups with colleagues from the wider university to:

- validate the processes and services
- tell us the pain points when using those processes and services
- tell us what needs to change
- engage in the solutions

SESSIONS IN NUMBERS

11 sessions
9 face to face
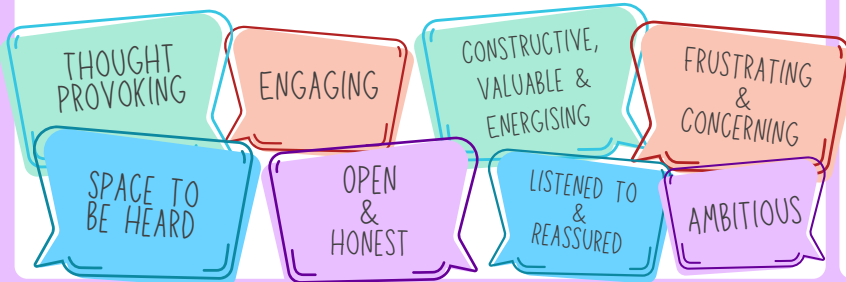2 online

attendees **118**

2,886 comments

WHO ATTENDED?

- **Teaching Assistants**
- **Researchers**
- **Lecturers**
- **Senior Lectures**
- **Honorary Fellows**
- **Professors and Heads of Department**
- **Administrators**
- **Executive Assistants**
- **Coordinators**
- **Project Officers**
- **Deputy Ops Managers**
- **Ops Managers**
- **Administrators**
- **Executive Assistants**
- **Attendants**
- **Coordinators**
- **Officers**
- **Analysts**
- **Senior Managers**
- **Heads of Department**
- **Assistant Director**
- **Campus Head Chef**
- **Executive Assistant**
- **Head of Department**

PRIORITY VALUE STREAMS RANKED BY ATTENDEES

1. **Recruitment & onboarding**
2. **Employee Development**
3. **Employee & Performance Management**
4. **Employee Leave & Absence**
5. **Report Time & Expenses**

FEEDBACK ON ATTENDING THE SESSIONS

- THOUGHT PROVOKING
- ENGAGING
- CONSTRUCTIVE, VALUABLE & ENERGISING
- FRUSTRATING & CONCERNING
- SPACE TO BE HEARD
- OPEN & HONEST
- LISTENED TO & REASSURED
- AMBITIOUS

NEXT STEPS

- The Voice of Colleague feedback will be used to update the People & OD Value Stream Visions statements and recommendations.

- The feedback will also become a key criteria to help prioritise future projects / initiatives

THEMES

1 Reputation: Colleagues recognise improvements delivered to date, however some elements of existing services are still impacting cost, reputation and wider UoM delivery.

2 Confidence: Line managers are telling us they are nervous about executing people processes, because they can't find the resources and then don't know where to get support within People & OD.

3 Colleagues: People & OD processes can be hard to navigate, but when people speak to a People & OD colleague, there is real value, compassion and help on offer.

4 Foundations: There is still a narrative of getting the basics right from all areas of UoM. Frequency of contact to resolve issues is the main (but not only) driver of this.

5 Flexibility: There is a lack of adaptability in our processes and service when it comes to understanding schools, faculties and directorates. Changing trends and needs aren't obvious in the People & OD offering and the overall approach needs to be more specific.

6 Strategy: Opportunities to build strategic plans aren't progressed because those values streams either don't exist or are immature in development and how this service is accessed. Partner capacity is also a barrier on occasion.

7 Gaps: Local processes exist because of perceived gaps and low confidence in People & OD systems and processes. Colleagues feel specific requirements and needs aren't always met and they have a need to track progress and collect data.