

Finance and Planning

Team Brief



Welcome and Introduction

Deborah

Agenda

1. Welcome and Introduction - Deborah
2. CFPO Update - Deborah
3. Mission and Vision Update - FPLT
4. Continuous Improvement - Katie and Emma
5. PSOM Update
6. Finance and Planning LICC Update
- Your Staff Reps
7. Final thoughts and close - Deborah





New Starters

F&P Team

- Dana Dudley - Project Officer - Strategic Procurement
- John Hayes - Finance Assistant – Invoicing Team
- Raela Chambers - Strategic Portfolio Co-Ordinator
- Hayley Parker - Equality & Diversity Manager
- Elaine Feeney - Equality & Diversity Officer

CFPO Update

Deborah Harry

Estates Masterplan

- University Masterplan Financing Group
- OLP/HIP development - (Health Innovation Park)
- AWRC ground-breaking event



Construction begins on the Advanced Wellbeing Research Centre

- Sheaf Street Development

Other Projects

- Conference Centre Feasibility Study
- Data Strategy Working Group
- ULT Study Visits
- Mental Health Review

Mission and Vision Update

Finance and Planning Leadership Team

What's coming up?

Together, we enable and enhance performance...



...supporting the University to Transform Lives

1. Tool kit
2. Screen savers, posters, coasters
3. Email comms campaign
4. Discussions in team meetings and with your manager in 1:1 / catch-ups
5. 18/19 work plan
6. Objective setting and new process PDR
7. New ways of showing linkages between the mission and back up into the university strategy

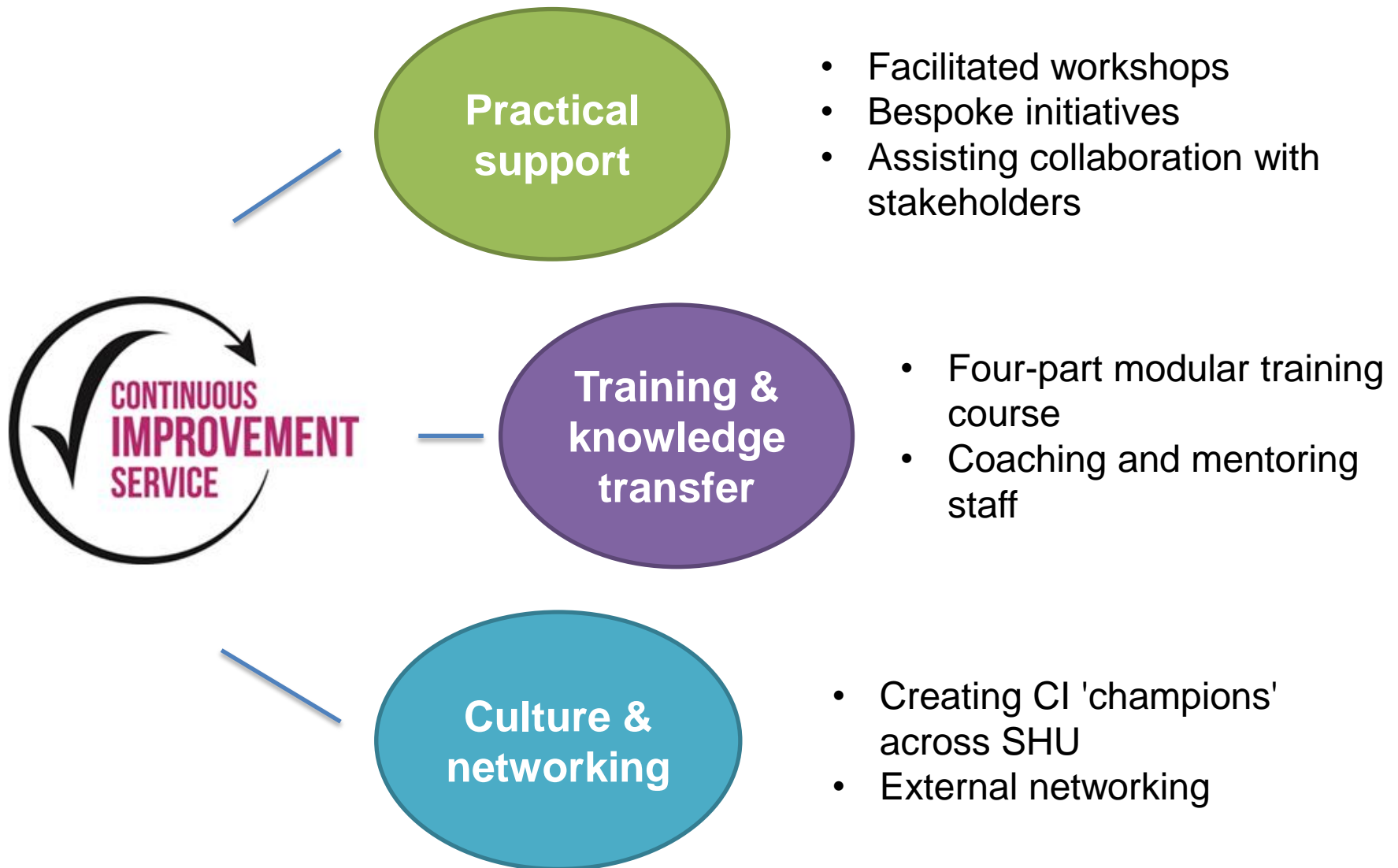
Continuous Improvement Service

Katie Wall and Emma Morris

Who we are...



What we do



Quick Facts & Figures



Requests for support in the last 12 months:

42

87% of requests were from referrals or repeat customers



Average number of initiatives at any one time:

32

These include new, in progress and on-hold initiatives



Staff who have completed, or are currently on the CI course:

204

96% of attendees are professional services staff

Have a go!

Personas



The purpose of using personas is to create **realistic representations** of your **key customers**.

Effective personas:

- represent a **major customer** group
- focus on **needs** and **expectations**
- give a clear picture of **customer requirements**
- create real people with **backgrounds, goals and values**

On your own (or in pairs) create a persona of someone who you class as customer of a service you provide. *Don't forget to draw a picture!*

Questions & Close

Katie Wall

**Continuous Improvement
Manager
x5384**

email: continuousimprovement@shu.ac.uk

Emma Morris

**Continuous Improvement
Analyst
x3772**



Twitter: @SHU_CIService

PSOM Update

Recap on current work

Since October PSOM has focused on applying principles to four key areas of professional services and developing the career offer:

- **Student Facing Services**
- **Academic Services**
- **Business and Outward Engagement Services**
- **Institution and Leadership Services**

Project objectives

- Make our services more centred on the needs and preferences of our users
- Ensure services can be delivered across the organisation rather than replicated in silos,
- Empower and trust staff to deliver, avoiding rigid arrangements that can't flex with changing demands and needs

Workshops and group discussions have been taking place across the first wave of services

The academic and student services new senior leadership team.

Group Director, Student and Academic Services - Nuala Devlin

Director of Academic Services- Joe Rennie

Director of Student Services- Claire Gandy

Faculty Strategic Business Partners (SBPs) - Jill Nanson, Justine Pedler, Philip Wain and Holly Stainburn

Update/progress on Institutional and Leadership project

Looking at how we deliver services that provide the university with insight, intelligence and institutional performance, information and how the organisation can use these to improve performance, efficiency and quality, helping to plan and guide strategy and direction. A number of people in both finance and planning have been involved in these

Updates are being given in the following few weeks to those staff who attended the workshops and where activity they support is considered in scope of the new service area.

The intention of these is to:

- share progress to date
- indicate activity that will be in-scope (not roles)
- update on the development of the functional model (not structures)

Finance and Planning LICC Update

Your Staff Reps
Adam, Lorna, Liz, Iain, Kathryn, Elouise

LICC Reps - how to get in touch



Lorna - Floor 5



Kathryn - Floor 1



Iain - Floor 1



Elouise - Floor 5



Liz - Floor 5



Adam - Floor 1



We will be at **Team Meetings** &
You can come along to a **F&P Forum**



Or... Just grab us for a chat or send us an email;
! Finance and Planning LICC

Come along to a F&P Forum

Two-way communication to give you an opportunity to voice your opinions on key issues affecting you and our directorate.

What's F&P? Forum dates;



Wednesday May 23rd 10:30 - 12 - Room 11005



Wednesday Aug 22nd 10:30 - 12 - Room 11003



Wednesday Nov 14th 10:30 - 12 - Room 11003



Wednesday Jan 23rd 10:30 - 12 - Room 11003



Final Thoughts