SHEFFIELD HALLAM UNIVERSITY

PLANNING

APRIL 2018

ABOUT US

The purpose of the Planning Service is to
- ensure that there are strong links between the University Strategy, key institutional strategies, strategic projects and our plans as well as between our plans and operations
- advise and challenge the University Leadership Team, Faculty PVCs and Professional Service Directors as they develop plans
- provide timely and relevant performance information, progress reporting and insight

We are a modern Planning Service for an ambitious institution that recognises the importance of good planning to its continued success. The team

- supports the implementation of the University Strategy
- co-ordinates the annual planning, risk management and business continuity cycles
- supports the delivery of the portfolio of strategic projects
- supports ongoing business improvements and developments through the provision of continuous improvement services
- delivers performance information, business intelligence data and insight for better decision-making

We continuously identify and analyse areas for improvement with the aim of making us "easy to do business with".

We are committed to our people. This is reflected in our dedication to ongoing professional development within the service and in our people engagement activities.

Our experienced team is dedicated to ensuring the services we provide are efficient, effective and demonstrate value for money.

Our Mission
To provide the University with integrated strategy, planning and intelligence services which are central to the long-term development and sustainability of the University. This includes supporting and enabling the performance of the University's academic business and promoting statutory confidence in the institutions data.

Our Services

Strategy development	Providing expert advice and support for: understanding the impact of changing higher education policy on the University; the development of effective and realistic strategies and plans; and the analysis and modelling of future scenarios.
Performance monitoring	Supporting the sustainable development of the University by providing performance information and benchmarking across the full breadth of university activities.
Planning	Supporting the alignment of strategies, plans and risk management and managing the processes needed to support strategic and operational planning across the University including managing the student number planning process and co-ordinating business continuity and major incident planning.
Business Partnering	Supporting Faculty and Professional Services leadership teams working as business partners to ensure decision making is aligned to strategy and informed by performance and benchmark data.
External use of Corporate Data	Promoting the development and use of corporate data as a trusted, consistent and single source of information for decision-making and external data returns. Providing assurance of data returned to external bodies and providing the University Leadership Team with confidence in the quality of the data.

Contact us for

Performance information	A range of dashboards can be accessed through the Source. Please contact us for any help in using the Source, or if any updates, changes or new dashboards are required. We can also respond to ad hoc requests for Student data if not already available
Strategy development support	Horizon scanning, policy briefing. We run four policy update sessions a year which can be booked on via HR, but can also come out to deliver bespoke briefings to groups - either overviews of current issues or on any single issue that is of interest.
Information on planning, risk management and business continuity processes	If you need any support with these processes in your area, or in understanding the University approach, we would be happy to assist, be that through direct support or training on any of the issues.
External reporting of University data	Support and advice available on external use of data, for example any HESA data, the TEF, LEO, JACS/HECOS, or University league tables

Strategic Portfolio and Business Change (SPBC)

Our Mission

To deliver portfolio management, project management, business analysis and continuous improvement services which enable the delivery of the University strategy.

Our Services

Portfolio Management	Providing professional support and advice to the strategic pillar boards, supporting boards to develop clear work plans and ensure implementation. Working closely with teams across the University to co-ordinate the ongoing alignment of projects with strategic objectives and business-as-usual activities, considering resources and dependencies and manage risks and issues. Supporting the optimisation of investments and returns, measuring benefits and supporting benefits realisation across the University's programmes and projects. Providing communications support for the University's strategic change portfolio including the staff intranet relating to the strategic boards and the portfolio of change, and working with Internal Communications to co-ordinate communications relating to strategy implementation.
Programme and Project Management	Using industry-standard methodologies to put control around the delivery of projects and programmes of change to improve the likelihood of success, but which are tailored to the needs of the organisation and are proportionate to the scale of the change Working in partnership with stakeholders across the organisation to ensure that projects deliver within time, cost and quality parameters.
Business Analysis	Working closely with SPBC colleagues and teams across the University to understand and assess the impact of change or potential change by capturing, analysing and documenting processes and requirements, and supporting the development of a solution. Skills and expertise is extremely varied including: • Process mapping (as-is and to-be) and process reviews • Requirements gathering / documentation • Facilitation • Process improvement • Prototyping for systems development • Systems testing (test scripts / UAT facilitation and feedback) • Data collection / data analysis and mapping • Supporting project delivery / management • Benefits mapping, tracking and identifying costs / resources • Stakeholder management & engagement (re change) • Business case writing • Training course on process mapping with Visio • Identification and analysis of risks, constraints and dependencies • Delivering regular staff training on continuous / process improvement techniques and supporting staff with improvement initiatives.

	• Process consultation and facilitation of improvement sessions
	In addition to these skills, the real value our Business Analysts bring to business teams is objective thinking, eliciting thoughts and knowledge, challenge, questioning (often asking the questions no one else wants to ask), with the ability to document complex notions clearly, and implement successful facilitation techniques for example. The team can and do make a project work faster and with structured thinking.
Continuous Improvement (CI)	Supporting individual staff, teams and business areas across the University to improve processes, systems, services and ways of working.
	Providing practical support to investigate processes and facilitate improvement which can save time and bring about efficiencies, consistency and improved clarity as well as helping ensure processes are designed around stakeholders.
	Empowering individuals and teams to develop CI knowledge and capability in order to identify and make improvements.
	Helping access and share knowledge and best practice; keeping service users abreast of similar initiatives, best practice and lessons learned.

Contact us for

Information on the Pillar Boards and the strategic portfolio	Can respond to queries and further information in addition to the [pillar board hubs].
	Each Board's Strategic Portfolio Manager can provide support for introducing an agenda item and submitting related cover sheet and papers.
	Can provide guidance for strategic projects including consultation on the distinct pillar board paper definitions as follows:
	Strategy - States a challenge or opportunity and identifies possible institutional responses
	Mandate- Outlines a recommended response from those proposed in the strategy paper
	Business Case - Sets out a funded programme of work in relation to the recommended response, including costs and ROI
Project management advice and support	The team provide consultation on project management and can
	The team's corporate project and programme managers provide the University's 'Principles of Project Management' training course (see Core Portal).
Continuous improvement services and training	Practical support includes: Advice and guidance on potential improvement initiatives; facilitation and the application of appropriate CI tools and techniques; a range of workshops - problem definition and problem solving, process mapping and process design, and service design; service or process reviews collaborating with key stakeholders.
	Training and knowledge transfer: Modular training course combining theory and practical training in CI tools and techniques; coaching and mentoring of staff as they undertake CI; bespoke training packages focused on specific issues; help with creating a CI group within faculties/ directorates to share knowledge, discuss improvement initiatives and share best practice.

Equality and Diversity

Our Mission

To enable the University to achieve its strategic objectives for equality and diversity, foster an inclusive environment for staff, students and visitors, and fulfil our duties and obligations under the Equality Act 2010.

Our Services

Professional advice, policy development and guidance	Providing professional advice and guidance on E&D related matters as they relate to staff and students lifecycles
	Developing and reviewing institutional level equality and diversity policies and guidance to inform operational delivery, behaviors, practices and ways of working across faculties and directorates.
Strategy development and planning	Supporting the alignment of the institutional Equality Objectives , faculty and directorate plans, and managing the processes needed to support strategic and operational planning with respect to all aspects of equality and diversity
	Providing expert advice and support for understanding the impact of changing higher education E&D policy on the University; the development of effective and realistic strategies and plans.
Performance monitoring and reporting	Supporting the sustainable development of the University by providing E&D performance information and benchmarking across the full breadth of university activities.
Legal and Governance	Facilitating, developing and reviewing E&D governance and decision-making processes
	Designing and implementing the University's Equality Analysis Framework
	Providing advice and guidance on all aspects of the Equality Act 2010 and relevant case law
Communications and Engagement	Planning and facilitating diversity events, workshops and seminars locally and nationally
	Supporting the University achieve external recognition for its E&D activities
	Developing staff networks and partnering with Hallam Union liberation groups to advance equality
	Developing and Managing Sheffield Hallam University E&D social media presence

Organisational Development	Providing equality and diversity training and development at the organisational, team, and individual level to enhance capability
	Enabling the development and implementation of E&D programmes and projects

Contact us for

Professional Advice on E&D related Matters	Please contact our policy experts for advice and guidance on aspects of equality and diversity across the staff and student lifecycles.
Equality and Diversity Governance	Contact us regarding equality and diversity legal and governance matters. We provide governance support services to the Equality and Diversity Steering Group and associated steering groups.
	In addition we are the primary source of advice and guidance on the Equality Act 2010, including its relationship and intersection with other legislation e.g. Immigration Acts/Human Rights Act.
Charter marks and recognition	We provide a range of activities to support the development of our charter marks and external accreditation. We actively partner with faculties, departments and professional services to facilitate submissions and to provide professional advice relating to the Athena SWAN and Race Equality Charters, the Stonewall Workplace Equality Index, and the Working Families Index
E&D Project development and management	To enable and facilitate the embedding of the University Equality Objectives we provide project management, and other capacity building support to faculties and directorates. Please contact us with enquiries relating to the development of positive action initiatives and programmes for staff and students.
Learning and development	We provide bespoke face-face learning and development programmes tailored to the needs of individual teams and services, which relate to both staff and student equality and diversity areas. Please contact us if you would like an innovative L&D solution for your team or service area.