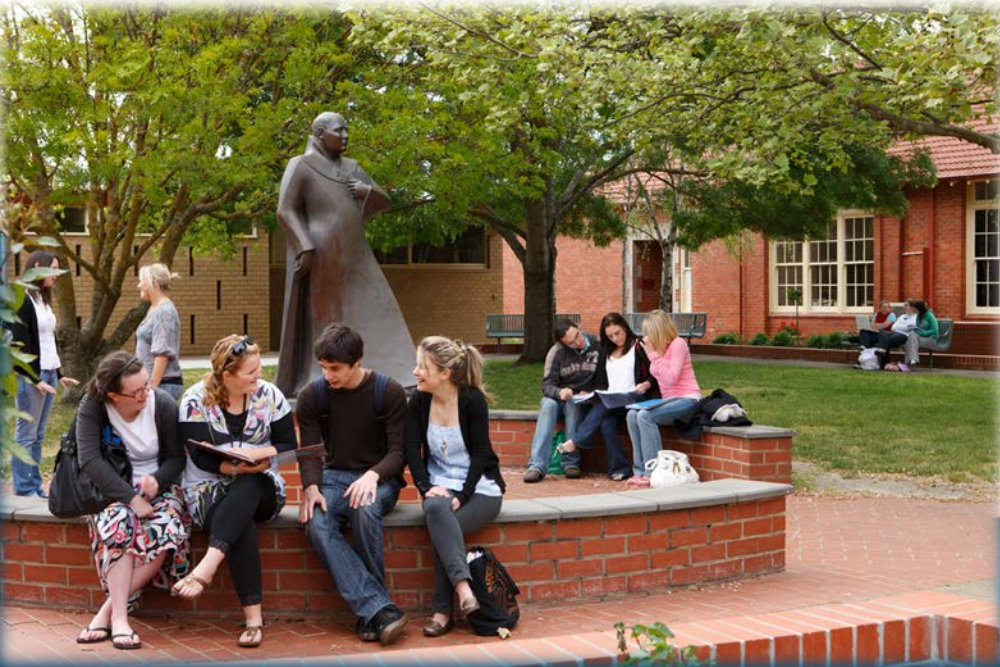


CAMPUS CONVERSATIONS

Corporate Services

October 2014



Dr Stephen Weller
Chief Operating Officer &
Deputy Vice-Chancellor

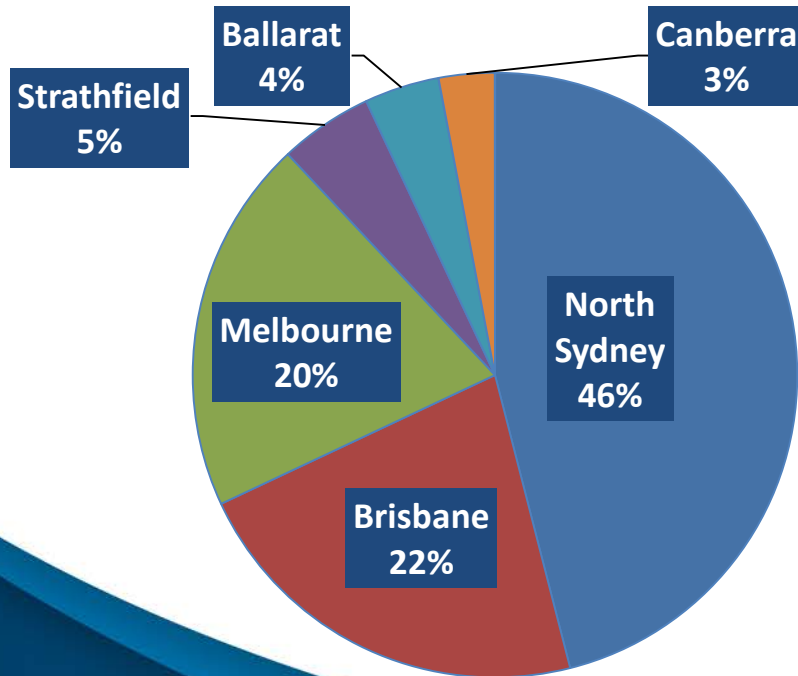


Overview

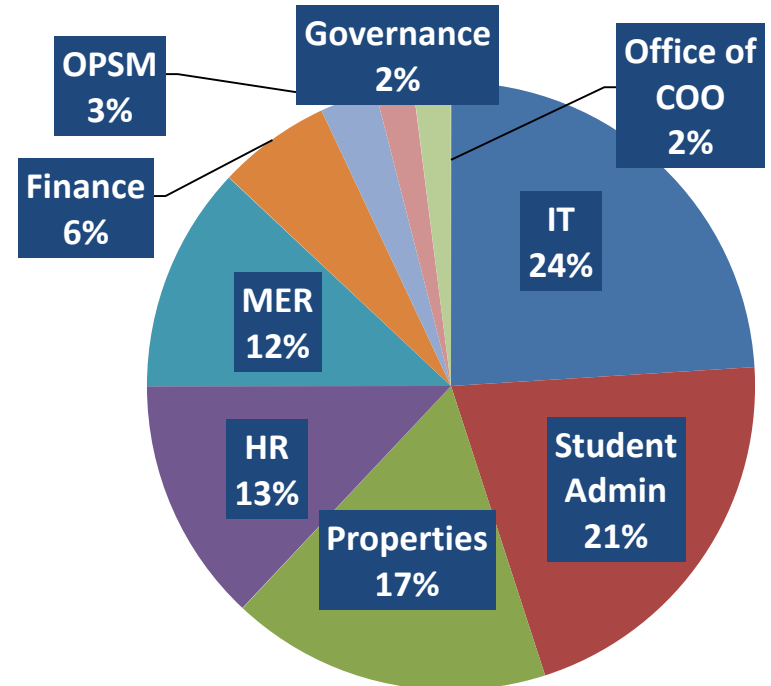
1. Corporate Services – Staff Profile
2. Key Portfolio & Directorate Activities
3. myVoice Survey Results
4. Update on Service Matters Framework
5. Questions, comments, suggestions

Corporate Services Staffing Profile

Staff by Campus



Staff by Directorate



KEY PORTFOLIO AND DIRECTORATE ACTIVITIES

KRA 1: Strategic Approach

- 2015-20 Strategic Plan
- Renewal of TEQSA registration
- Organisational Unit Reviews – MER and Properties
- Corporate Services Leadership Retreat
 - Positioning Statement
 - Values / behaviours
 - Leadership styles
 - myVoice



KRA 2: Workforce

- Change Management Framework
- Service Now Implementation
- Academic Working Arrangements
- Pay Cycle Change
- Work, Health and Safety
- myVoice survey results



KRA 3: Financial Performance

- 2015 Budget
- Centralisation of Procurement
- Finance System renewal and improvements
- Finance and procurement training
- Further development of management reporting



KRA 4: Infrastructure

- Infrastructure Plan
- Critical Incident Management
- Bookshop and General Stores selection
- Upgrade/expansion of AV/Vid Conf services
- Campus Catering
- Migration of staff to Office 365
- Major Infrastructure Work



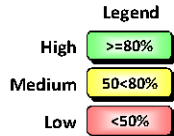
KRA 6 & 7: Service Delivery & External Relations

- Student Central Project
- Banner upgrade
- Service Matters Framework
- Tobacco-Free Campuses
- Graduation Review
- ACU Foundation



Australian Catholic University

2014 weather map



Chief Operating Officer

	Whole of Australian Catholic University	Chief Operating Officer Overall	Off. General Counsel and the Directorate of Governance	Off. of the Chief Operating Officer	Finance	Human Resources	Information Technology	Marketing & Communications	Planning & Strategic Management	Properties	Student Administration	Student Rec & External Rel
Responses:	1300	352	11	16	18	55	68	18	11	59	80	16
PASSION / ENGAGEMENT	74%	74%	67%	73%	71%	75%	73%	61%	96%	80%	75%	48%
- Organisational Commitment	73%	78%	72%	72%	79%	84%	72%	71%	98%	83%	80%	49%
- Job Satisfaction	82%	78%	64%	81%	71%	78%	77%	72%	100%	84%	77%	69%
- Intention To Stay	66%	65%	65%	65%	63%	63%	70%	39%	90%	72%	69%	27%
PROGRESS	61%	68%	70%	66%	70%	76%	66%	62%	88%	67%	70%	35%
- Organisation Objectives	76%	84%	80%	91%	82%	92%	81%	93%	100%	73%	91%	54%
- Change & Innovation	41%	48%	55%	51%	51%	56%	46%	21%	81%	53%	49%	14%
- Customer Satisfaction	68%	71%	76%	57%	78%	79%	72%	73%	82%	74%	69%	36%
PURPOSE												
Organisation Direction	72%	77%	76%	84%	71%	90%	72%	65%	97%	75%	78%	56%
Organisational Leadership	59%	74%	73%	69%	72%	87%	65%	72%	100%	73%	75%	50%
Results Focus	76%	76%	80%	61%	65%	77%	80%	67%	94%	71%	83%	56%
Mission & Values	91%	93%	98%	88%	89%	94%	88%	95%	100%	93%	97%	85%
Catholic Intellectual Tradition	80%	83%	82%	81%	83%	80%	80%	95%	100%	88%	82%	81%
Ethics	74%	80%	79%	69%	76%	87%	82%	78%	94%	75%	81%	63%
Role Clarity	87%	87%	97%	84%	82%	87%	86%	85%	100%	87%	91%	61%
PROPERTY												
Diversity	75%	74%	77%	65%	85%	82%	75%	77%	100%	67%	70%	58%
Resources	65%	70%	76%	66%	58%	76%	69%	71%	94%	66%	71%	52%
Processes	53%	57%	35%	31%	26%	63%	60%	43%	85%	55%	68%	40%
Technology	54%	56%	65%	67%	38%	56%	58%	45%	67%	73%	46%	48%
Safety	74%	74%	66%	69%	78%	78%	72%	75%	85%	74%	76%	58%
Facilities	69%	71%	91%	74%	69%	92%	66%	67%	73%	73%	62%	48%
PARTICIPATION												
Senior Management	52%	59%	64%	57%	56%	62%	59%	59%	98%	58%	57%	27%
Recruitment & Selection	58%	57%	61%	47%	46%	64%	61%	59%	100%	53%	53%	38%
Cooperation	39%	42%	70%	27%	41%	51%	39%	24%	85%	37%	43%	17%
Learning & Development	66%	66%	65%	55%	42%	70%	70%	56%	96%	64%	70%	49%
Involvement	47%	54%	54%	60%	50%	53%	59%	48%	90%	43%	58%	48%
Rewards & Recognition	67%	68%	67%	75%	50%	69%	70%	62%	95%	65%	70%	56%
Performance Appraisal	70%	68%	64%	79%	47%	69%	73%	67%	100%	64%	69%	38%
Supervision	76%	74%	77%	74%	56%	78%	85%	69%	100%	65%	76%	46%
UNIVERSITY												
Career Opportunities	45%	47%	50%	45%	22%	52%	53%	42%	80%	43%	46%	32%
Workload	41%	51%	61%	55%	61%	53%	49%	48%	85%	49%	46%	38%
Research	58%											
Teaching	68%											
PEOPLE												
Community Engagement	55%	54%	52%	48%	55%	46%	59%	63%	48%	51%	56%	51%
Motivation & Initiative	79%	78%	80%	93%	66%	75%	82%	84%	97%	75%	78%	72%
Talent	82%	77%	94%	80%	67%	72%	78%	85%	100%	71%	79%	69%
PEACE												
Teamwork	89%	87%	88%	98%	84%	86%	89%	87%	100%	86%	85%	88%
Wellness	59%	68%	55%	69%	71%	69%	68%	70%	100%	69%	66%	56%
Work/Life Balance	73%	80%	78%	83%	81%	82%	76%	81%	91%	83%	78%	79%
OTHER												
Gender Equity	87%	87%	75%	90%	86%	91%	87%	92%	100%	84%	84%	86%
Brand Loyalty	59%	69%	70%	61%	63%	73%	62%	64%	79%	76%	70%	59%
Organisational Unit Objectives	77%	83%	94%	81%	72%	87%	88%	85%	100%	71%	88%	56%

Cooperation

- Improving communication and collaboration between different areas of ACU

Career Opportunities

- More time and effort on career planning; opportunities for career progression

Change & Innovation

- Handling change better; culture of improvement and advancement

Leadership

- Keeping staff informed and listening to their views
- Encouraging affiliation with ACU as a whole, not just own work area



Update on Service Matters

How we came from Shared Services to Service Matters

1 Service Catalogue

- Develop an ACU Service Catalogue

2 Activity Review

- Identify and analyse quantified effort across the support services and draw key observations.

3 Service Review

- Identify improvement opportunities based on emerging themes.

4 Staff Survey

- Conduct a staff survey to measure satisfaction with service quality

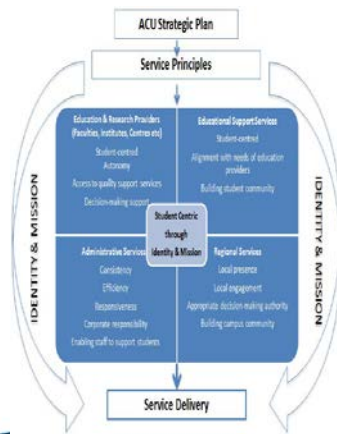
5 Operating Framework

- Develop a set of operating framework options and associated recommendations




During our service (improvement) workshops, a set of common themes emerged to enhance the delivery of services

Theme	Description	Theme	Description
1. Professionalism	We want ACU's reputation to reflect the high standards of our staff.	2. Staffing	Staffing levels, staff mix and composition across services to ensure we have the right people in the right places to deliver our services.
3. Customer service and engagement	Staff should be empowered to deliver excellent customer service and to engage with students and staff.	4. Knowledge and expertise	Staff should have the right skills and expertise to deliver our services.
5. Innovation	Staff should be encouraged to think creatively and to find new ways to deliver our services.	6. Training and development	Staff should have access to ongoing training and development opportunities to enhance their skills and expertise.
7. Support and resources	Staff should have the support and resources they need to deliver our services.	8. Systems and technology	Staff should have access to the systems and technology they need to deliver our services.
9. Communication	Staff should be encouraged to communicate effectively with students and staff.	10. Flexibility	Staff should be able to adapt to changing circumstances and deliver our services.



Service Delivery Model



Collaborating for Service Excellence

ACU Service Stakeholders



Service Improvement Activities

- **FINANCE**

- New Procurement Framework
- Budget process improvements
- Re-invigorated finance training program

- **HR**

- HR Service Desk System (Service Now)
- Work Health & Safety Audit recommendations
- On-line Casual Employment System

- **GOVERNANCE**

- New Electronic Record Management System
- Delegations Framework
- Privacy Policy Framework.

- **OPSM**

- Business Intelligence Strategy and Data Framework
- Policy on policy development



Service Improvement Activities

- **IT**
 - Single Self Service portal for IT and other Corporate services
 - Improvements to teaching technology
 - Upgrade of communications and office automation services
- **PROPERTIES**
 - National Service Contracts
 - Room Booking System
 - e-Waste Policy
- **STUDENT ADMINISTRATION**
 - Review Tutorial Direct
 - Student Appeals and Complaints process
 - Conferral and Graduations processes
- **MARKETING AND EXTERNAL RELATIONS**
 - Customer Relationship Management
 - Content Management System
 - Branding review



Questions? Comments? Suggestions?

