



# **CORPORATE SERVICES CAMPUS CONVERSATIONS**

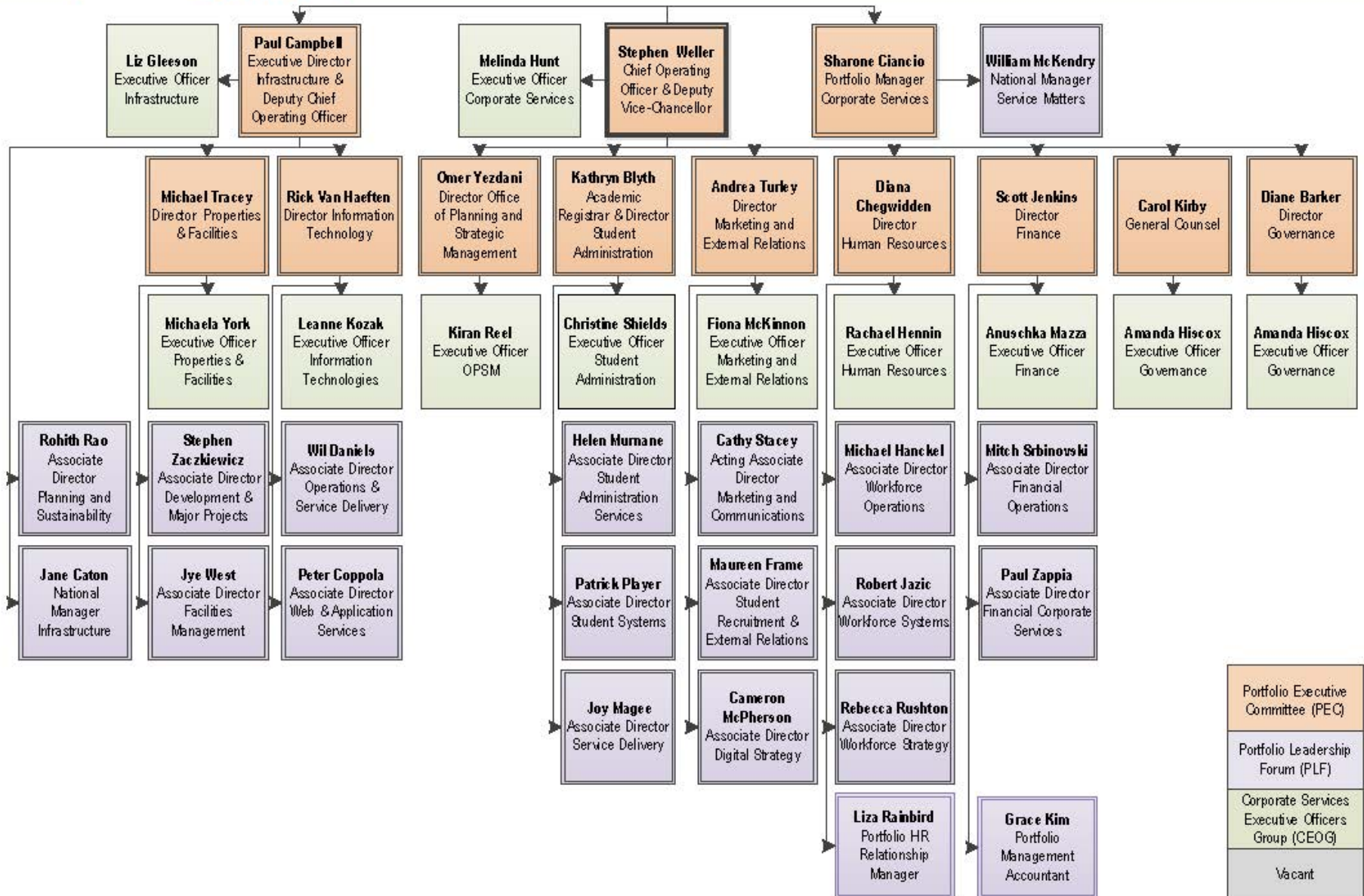
2<sup>nd</sup> SEMESTER 2015

**Dr Stephen Weller, Chief Operating Officer & DVC**



# Overview

1. Corporate Services Workforce
2. Flashback - Semester 1 Conversations
3. Key Portfolio & Directorate Activities
4. Update on Service Matters Framework
5. Update on myVoice Survey actions
6. Questions, comments, suggestions



# Workforce Changes

DIRECTORATE	2011	2012	2013	2014	June 2015
Office of COO	6	7	8	6	6
Finance	15	15	17	23	25
HR	45	49	51	55	57
IT	66	78	70	93	94
MER	33	38	47	54	55
OPSM	10	10	13	15	12
Properties	53	63	62	65	62
Student Admin	84	87	92	98	100
OGC & Governance <sup>(1)</sup>	-	-	-	4	10
Office of ED Infrastructure <sup>(2)</sup>	-	-	-	2	3
<b>TOTAL</b>	<b>312</b>	<b>347</b>	<b>360</b>	<b>415</b>	<b>424</b>

**NOTES:**

(1) Within Office of COO prior to 2014.

(2) Within Properties prior to 2014.



# Flashback – Campus Conversations Semester 1



- ACU Extra for Staff
- Staff Access Cards
- Graduations attendance
- Careers
- Travel Policy changes
- ATMs
- Catering
- Workload

# KEY PORTFOLIO AND DIRECTORATE ACTIVITIES

## KRA 1: Strategic Approach & Governance

- TEQSA Re-registration
- Business Intelligence Project
- Enrolment Plan
- Review of Chapters



# KRA 2: Workforce, Culture, Staff Performance & Development

- Leadership & Accountability Program
- Aboriginal & Torres Strait Islander Employment Strategy
- Work Health & Safety Officers
- Leave Management



# KRA 3: Financial Accountability, Transparency & Sustainability

- Travel policy
- Qkr! Mobile Digital Wallet
- 2016 Budget
- Tender for new Finance System





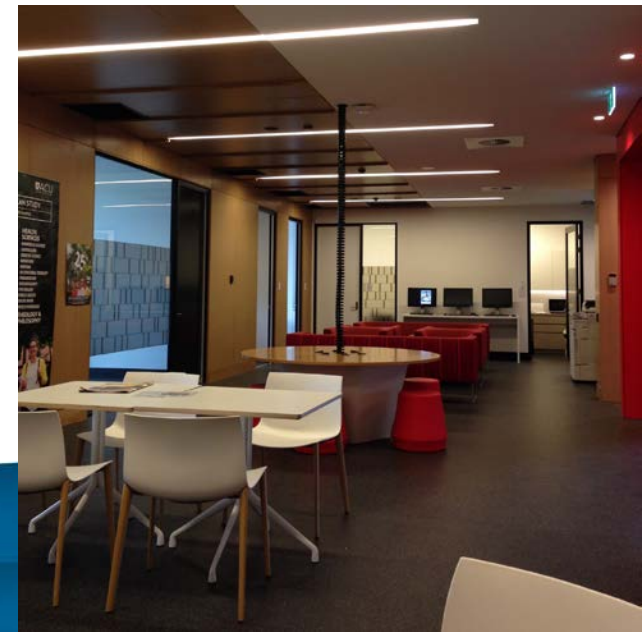
# KRA 4: Infrastructure and Environment

- Campus Developments
- Signage, Retail and Catering Strategies
- Business Systems Management Group
- Cloud Transition Strategy

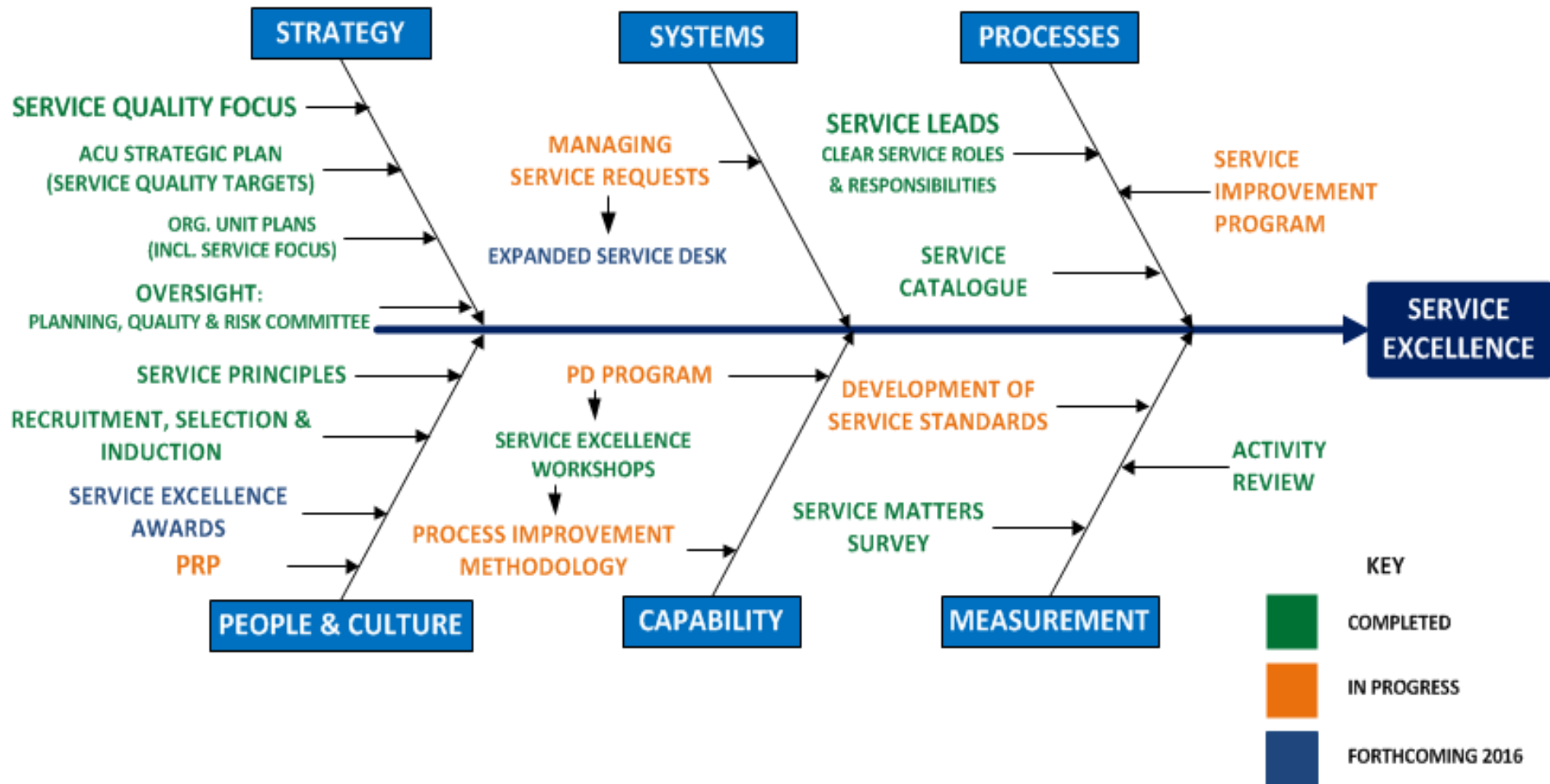


# KRA 5: Stakeholder Relations

- Web & Brand Projects
- Open Days and 2016 Campaign
- AskACU Contact Centre
- AskACU Centres



# Update on Service Matters



More info? [www.acu.edu.au/service-matters](http://www.acu.edu.au/service-matters)

# Service Improvement Activities

## FINANCE

- New Procurement Framework
- New Portfolio Management Accountant positions
- Full Finance training program
- Budget process improvements
- Upgraded or replacement Finance system **IN PROGRESS**

## HR

- HR Service Desk System
- Dedicated Recruitment Service Unit **ALMOST COMPLETED**
- On-line Casual Employment System
- Work Health & Safety Audit recommendations **IN PROGRESS**

## GOVERNANCE

- Delegation Framework – Operational Review commenced
- Streamline Secretariat Services **IN PROGRESS**
- Electronic Document and Records Management System **IN PROGRESS**



# Service Improvement Activities

## IT

- Student wireless printing service
- Upgrade of communications and office automation services
- Improvements to teaching technology
- Expanded, single Self Service portal **IN PROGRESS**

## PROPERTIES

- e-Waste Policy & procedures
- Room Booking System **ALMOST COMPLETED**
- Concierge Services **IN PROGRESS**
- National Service Contracts **IN PROGRESS**

## STUDENT ADMINISTRATION

- Conferral and Graduations processes
- New AskACU Contact Centre
- Review Tutorial Direct
- Student Appeals and Complaints process **IN PROGRESS**



# Service Improvement Activities

## OPSM

- Policy on policy development
- Data Governance Policy
- ACU Project Management Model **ALMOST COMPLETED**
- ACU Data Warehouse / Business Intelligence **IN PROGRESS**

## MARKETING AND EXTERNAL RELATIONS

- Customer Relationship Management **IN PROGRESS**
- Website **IN PROGRESS**
- Branding review **IN PROGRESS**
- Philanthropy Review and Plan **IN PROGRESS**



1. **Career Planning** “lunch box” sessions for staff – Q1 2016
2. PRP process as vehicle for **career conversation** and updating position description.
3. Development of **recruitment principles**:
  - Vacant positions communicated across Portfolio
  - Communication of rationale for recruitment decisions
  - Feedback to internal applicants
4. Consultation with local managers at Canberra and Ballarat campuses regarding **Capability Development Program**.
5. Benchmarking activity of **study support** provisions.
6. Development of **Capability Matrix**.



# Communication & Co-operation

1. Workshops to **build capability** eg collaboration skills, technology etiquette and skills.
2. **Platform** for information sharing and collaboration.
3. Shared **communication practices** e.g. announcements of staffing appointments, staff directory photos.
4. Consolidating the **Relationship Manager** model.





# Workload Management

## Adopt “Work Smarter, Live Better” practices <sup>(1)</sup>

- **Changing** work habits
- **De-cluttering** email and workspaces
- **Managing** interruptions and disruptions
- **Batching** discussion items/requests
- **Capturing** ideas and thoughts
- **Focusing** on tasks – quarterly, weekly and daily
- **Prioritising** by impact, not just deadline

(1) Cyril Peupion, [www.wslb.com.au](http://www.wslb.com.au)



# Questions? Comments? Suggestions?



[www.acu.edu.au/contact-service-matters](http://www.acu.edu.au/contact-service-matters)