

## UCL HR Community of Practice Project Lead meeting – Minutes

Wednesday 23 May 2018, 14:30 – 16:00

### Attendees

Sharron Alexander	(SHA)	Rose Haigh	(RH)	
Laura Allum	(LA) Chair	Anne-Marie Howard	(AMH)	
Carole Booth	(CB)	Georgia Payne	(GP)	
Mary Giddens	(MG)	Jodie Trumper	(JT)	Minutes
Denise Huggan	(DH)			

### Apologies

Shalrina Alcantara	(SA)
Jennifer Brown	(JB)
Ben Webb	(BW)

### Summary of discussion

#### 1. Welcome and Apologies

#### 2. Review of previous minutes and action points

The group confirmed the accuracy of the minutes from the meeting held on 11 April 2018, with the following actions outstanding:

**CB and DH to organise a replacement source of support from OD on Meaningful Management Project.**

**JT to provide details of contacts at Exeter and Sheffield.**

#### 3. Update on meeting with new Head of COP and Fiona Ryland (FR)

LA and JT updated on their meeting with FR on 16 May. At this meeting FR confirmed that the COP projects are the lead projects in their respective areas. Any activities within the HR Division should be complementing and contributing to the COP projects. FR was clear that she wants the COP to be driving change across UCL, rather than the Division implementing changes which are not reflective of the needs of the University.

JT and LA also updated on their meeting with Alice Chilver (Interim Director of OD (AC)) and Daniela Bultoc (Head of COPs (DB)).

JT followed up with FR and offered to provide regular updates to HRLT.

*Since this project leads meeting, FR has emailed HRLT with a clear message that she expects them to update their teams on the COP projects and that they ensure they are liaising with COP Project Leaders when there is any overlap in work.*

The key message is that the projects are to continue being COP driven.

JT explained that AC wants to meet with Amazing Appraisals and Meaningful Management to discuss current training being put in place in these areas by OD. These meetings are for AC to gather feedback already collated by the project groups, to help inform training on current policies/procedures. AC is aware that in the future things will change, but this is dependent on the outcomes of all research and proposals presented to FR.

#### **4. Core Members Update and Focus Group**

Core member sessions have been set up for Wednesday 30 May and Monday 25 June, to include a focus group session for the project leads to gain insight and feedback from the core members.

LA reiterated that the core members were the group who had decided on the 5 current COP projects, therefore they were a key sounding board for the project ideas prior to the final proposals being presented in early July.

At least 1 project lead from each of the projects should be in attendance, along with JT and LA.

The session invites will be sent to core members. JT would be grateful if project leads can then send on the invites to any project members who have not previously been part of the core members group.

LA and JT would like each project lead to give a 10 minute overview of their project aims, work done to date and current thoughts/ideas.

AMH and MG felt that the Amazing Appraisals project was not yet in a position to present their ideas to the core members, and did not feel that this was the right group of people to carry out a focus group with. LA suggested they keep their questions broad, such as would they like an online system, do they want 360 feedback included, would different forms for different staffing groups work, etc.

CB and DH plan to ask some “what if” questions, test out their current ideas and find out if the group feel the proposals are deliverable in different departments.

GP and JB have a list of questions drafted to ask the core members, to help gather more feedback for their project. They also have a draft document their group have put together, which they plan to share with the core members and find out if it is along the right lines of the project brief.

RH and SA will talk through their plans for future HR Staff Inductions on 30<sup>th</sup> May, and use the group on 25<sup>th</sup> June to show draft documents, i.e. handbook, checklists.

It was agreed that the best format, given the different feedback each project wants to collect, is to have 5 different tables which core members will move around. Each project will have approximately 10 minutes with each group of core members (depending on number of attendees). JT and LA will facilitate the session, with project leads facilitating their own table.

Attendance at each session as follows:

Amazing Appraisals – AMH 30 May  
MG 25 June

Meaningful Management – CB to attend both sessions

Manager's Toolkit – SA 30 May  
25 June to be confirmed

HR Staff Induction and Career Pathways – to be confirmed for both sessions

**Actions:**

**JT to send out invites to core members, along with agenda.**

**Project Leads to forward invite to project group members and encourage attendance at one of the sessions.**

**GP, RH and SA to confirm to JT attendees for both core member sessions asap.**

**JT & LA to meet with MG & AMH to discuss direction of the Amazing Appraisals project.**

**JT & LA to facilitate core members session, and provide flip charts, post it notes, pens etc. on the day.**

**5. Update from project groups**

**a. Manager's Toolkit**

The group have split into small groups to work on specific areas of the toolkit. The areas proposed are:

- You as a Manager – to include core responsibilities, self-development, good practice techniques, key resources and information
- Recruitment and Induction
- Managing Your Staff – to include people management, reward, retention, concerns following a serious incident, managing sickness, difficult issues and conversations, managing leave.
- Transition and Exit

The group are ready to send out their questionnaire, a joint questionnaire with Meaningful Management. It was agreed that the questionnaire should be sent to the UCL Admin mailing list, with a request for it to be disseminated to managers. If there is a lack of engagement, LA and JT can follow up with Faculty Managers/Directors of Operations.

#### **b. Meaningful Management**

One focus group has been held with managers working in the HR Division, further groups are to be held in other areas across UCL.

As above, the questionnaire with Manager's Toolkit is ready and will be sent shortly.

Lots of information has been gathered from other sources, such as feedback from the effective management course and feedback previously collected from within VP: Development.

The group have also started to reach out to external organisations, both private companies and other HEI's.

The group are considering ideas such as action learning sets, peer support and using external trainers.

#### **c. Amazing Appraisals**

The group have gathered information from external organisations, including Manchester University.

They have developed a questionnaire to be sent out. It was suggested this is sent in the same way as the Meaningful Management/Manager's toolkit questionnaire and perhaps within the same email.

AMH and MG feel that whilst their group are willing to complete tasks, the scope of the project makes it difficult to manage the project. LA suggested having more focused meetings, rather than discussing the full remit of the project each time.

#### **d. Career Road Maps**

As per 4 above, the group have drafted questions for the core members session and are in a position to present their initial draft career road map document.

The document has been kept short, rather than the lengthy document the CIPD provide. GP and JB would like the core members confirmation on whether this will be more suitable at UCL.

#### **e. HR Staff Induction**

As per 4 above, the group are in a good position to start sharing ideas with the core member and have started to draft documentation which they plan to introduce as part of the HR Staff Induction.

### **6. Next steps – June meetings/Launch**

All next steps covered in the above agenda points.

## **7. HR COP website update**

Liz Jackson, who manages the HR Division website, has agreed to create the HR COP webpages, she is awaiting content from LA and JT.

### **Action:**

**JT and LA to provide website content to Liz as soon as possible.**

## **8. Any other business**

None.

**Next meeting – Core member meetings on 30 May and 25 June.  
Individual project meetings to present proposals in early July.  
Next project leads meeting end July.**