

Faculty of Law PSS People Plan 2023-26

Executive Summary

Led by the Head of Administration and Finance, the Law PSS People Plan sets out a clear and ambitious roadmap to strengthen our professional services by investing in our people, enhancing capabilities, and improving operational efficiency. Rooted in the values of the Professional Services Together framework—People, Collaboration, and Quality—this plan supports the Faculty's Shared Ambitions strategy, ensuring we are well-equipped to meet the challenges of a changing academic and professional landscape.

Drivers for the People Plan

- 📌 Staff Feedback: Concerns around workload, lack of training time, and siloed working practices.
- 📌 Strategic Growth: Need for increased capacity and capability to support evolving Faculty priorities.
- 📌 Operational Pressures: Rising demand, process inefficiencies, and the need for better workload management.
- 📌 University Initiatives: Alignment with the University Professional Services Review and a range of transformational projects (namely Continuous Improvement and Digital Transformation).

Key Themes & Actions

👤 People

- Recruitment to key new roles (e.g. Careers Liaison, Events Manager, HR Training Officer).
- Review of the role of Line Managers.
- Introduction of a mentoring scheme and improved induction processes.
- A focus on training, with a new annual training allowance of 2 days per quarter coming soon.

🤝 Collaboration

- Regular Functional Team meetings to support dynamic workload allocation.
- Enhanced internal communications and knowledge sharing (e.g. Team Leaders' meetings, and a new 'Help!' Channel on Teams)
- Cross-training and identification of Single Points of Failure, in particular to protect Line Managers from workload associated with temporary staff vacancies

✓ Quality

- Process mapping and documentation for priority tasks.
- Supporting New Ways of Working and reviewing our approach to flexible working for academic-related grades
- Standardisation of job descriptions and escalation procedures.
- Training in digital tools (OneDrive, SharePoint, Teams), Digital Capabilities Self-Assessment Toolkit, and the CI Toolkit.

Delivering the Faculty's Shared Ambitions

- 💡 Investing in People: Prioritising staff development, wellbeing, and recognition.
- 🌐 Embracing the Changing World: Building capacity to respond to global challenges and digital transformation.
- 📚 Enhancing Support and Facilitation: Strengthening PSS infrastructure to enable academic excellence.
- 💡 Fulfilling Outstanding Potential: Creating inclusive opportunities for career progression and training.