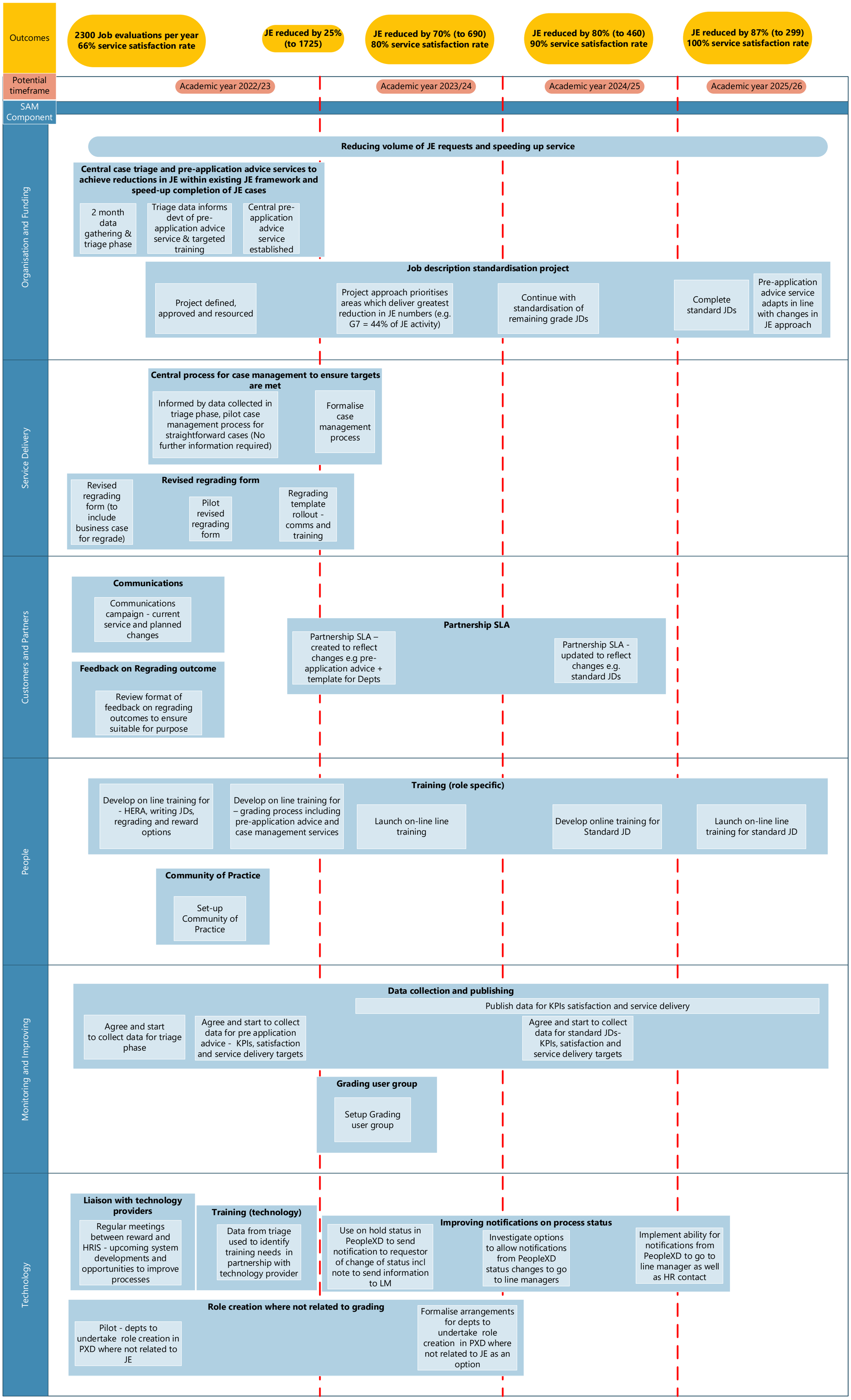
Outcomes
2300 Job evaluations per year 66% service satisfaction rate
JE reduced by 25% (to 1725)
JE reduced by 70% (to 690) 80% service satisfaction rate
JE reduced by 80% (to 460) 90% service satisfaction rate
JE reduced by 87% (to 299) 100% service satisfaction rate
Potential timeframe
Academic year 2022/23
Academic year 2023/24
Academic year 2024/25
Academic year 2025/26
SAM Component
Organisation and Funding
Reducing volume of JE requests and speeding up service
Central case triage and pre-application advice services to achieve reductions in JE within existing JE framework and speed-up completion of JE cases
2 month data gathering & triage phase
Triage data informs devt of pre-application advice service & targeted training
Central pre-application advice service established
Job description standardisation project
Project defined, approved and resourced
Project approach prioritises areas which deliver greatest reduction in JE numbers (e.g. G7 = 44% of JE activity)
Continue with standardisation of remaining grade JDs
Complete standard JDs
Pre-application advice service adapts in line with changes in JE approach
Service Delivery
Central process for case management to ensure targets are met
Informed by data collected in triage phase, pilot case management process for straightforward cases (No further information required)
Formalise case management process
Revised regrading form
Revised regrading form (to include business case for regrade)
Pilot revised regrading form
Regrading template rollout - comms and training
Customers and Partners
Communications
Communications campaign - current service and planned changes
Feedback on Regrading outcome
Review format of feedback on regrading outcomes to ensure suitable for purpose
Partnership SLA
Partnership SLA – created to reflect changes e.g pre-application advice + template for Depts
Partnership SLA - updated to reflect changes e.g. standard JDs
People
Training (role specific)
Develop on line training for - HERA, writing JDs, regrading and reward options
Develop on line training for – grading process including pre-application advice and case management services
Launch on-line line training
Develop online training for Standard JD
Launch on-line line training for standard JD
Community of Practice
Set-up Community of Practice
Monitoring and Improving
Data collection and publishing
Publish data for KPIs satisfaction and service delivery
Agree and start to collect data for triage phase
Agree and start to collect data for pre application advice - KPIs, satisfaction and service delivery targets
Agree and start to collect data for standard JDs- KPIs, satisfaction and service delivery targets
Grading user group
Setup Grading user group
Technology
Liaison with technology providers
Regular meetings between reward and HRIS - upcoming system developments and opportunities to improve processes
Training (technology)
Data from triage used to identify training needs in partnership with technology provider
Improving notifications on process status
Use on hold status in PeopleXD to send notification to requestor of change of status incl note to send information to LM
Investigate options to allow notifications from PeopleXD status changes to go to line managers
Implement ability for notifications from PeopleXD to go to line manager as well as HR contact
Role creation where not related to grading
Pilot - depts to undertake role creation in PXD where not related to JE
Formalise arrangements for depts to undertake role creation in PXD where not related to JE as an option