
SSR Staff Information Sessions

Shared Services Division

Stephen Willis
Chief Operating Officer



Plan



- Compartmentalised Approach
- Today:
 - Shared Services Division – high level function focus.
- 12th March: TBC
- 23rd March: TBC
- 29th March: TBC
- 6th April: TBC
- 13th April: TBC
- 19th April: TBC
- 27th April: TBC

Purpose



- To provide information on structure and function of the Shared Services Division;
- To provide update on the implementation of the Shared Services Division and the progress that has been made to date;
- What its not.

Operations Group Strategic Direction & Priority Plan 2018

Our Vision and Aspiration

To enable the achievement of the Otago University vision: A research-led University with an international reputation for excellence.

'Provision of an inspiring tertiary environment that sets world-leading standards for performance, assurance & sustainability'

Our Mission & Purpose

In pursuing our aspiration & goal, we adhere to the University of Otago's mission. Through our expertise, advice and services offered the Operations Group of Division and offices directly influence and provides outstanding campuses and student experiences.

Our Goal

All Operations Group sectors will be recognised as Industry leaders within the Australasian region and amongst our Matariki Partners by 2020.

Our Values

In pursuing our aspiration and goal, we adhere to the University of Otago's core values; excellence, knowledge, leadership, partnership, collegiality & collaboration, ethical standards, equity & social justice and stewardship.



Our Framework

We Engage – *To involve*

We engage with our students, each other & our service users

We Enable – *To make possible*

The University to achieve its vision & mission by making things possible

Experience – *To be outstanding*

Experience of our students, our service users & our service partners will be outstanding.

Our Guiding Principles

- **Values:** align, embed and live the values;
- **Safety:** Everyone's business
- **Best People:** recruit, develop and retain the best.
- **Teamwork:** A shared culture of responsibility for getting things done together;
- **Past and Future:** recognising and valuing our past but always looking and planning forward;
- **Excellent and Accountable Service:** consistent and accountable behaviour and service in accordance with job description and values;
- **Pride:** In ourselves, what we do and our work environment;
- **Resource Stewardship:** preserve, allocating and investing resources wisely and for optimal benefit;
- **Outcomes:** recognise the role we play in positive experiences and outcomes.



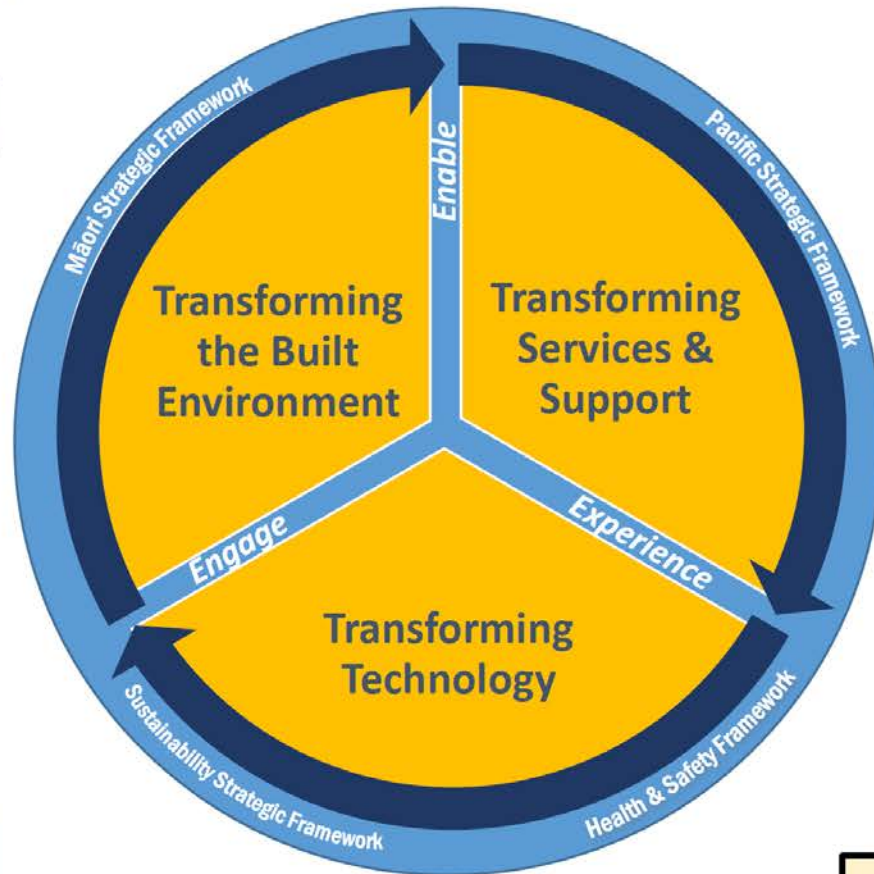
Operations Group Strategic Direction & Priority Plan 2018

Our Vision and Aspiration

To enable the achievement of the Otago University vision: A research-led University with an international reputation for excellence.

We will achieve this by:

- Campus Development
- Property Services
- Information Technology Services
- Health, Safety & Compliance



- Campus & Collegiate Life Services
- Shared Services
- PMO
- Office of Risk & Assurance
- Office of Sustainability

Shared Services Vision



- Focuses leaders on strategic issues
- Routine operational functions are performed to a consistent high standard University-wide
- Culture of service and performance
- High levels of team and personal satisfaction
- Provides opportunities for staff to be deployed to meet peaks in demand for services
- Equitable service delivery to all parts of the organisation and students and staff
- Efficiencies gained support future growth

About Shared Services



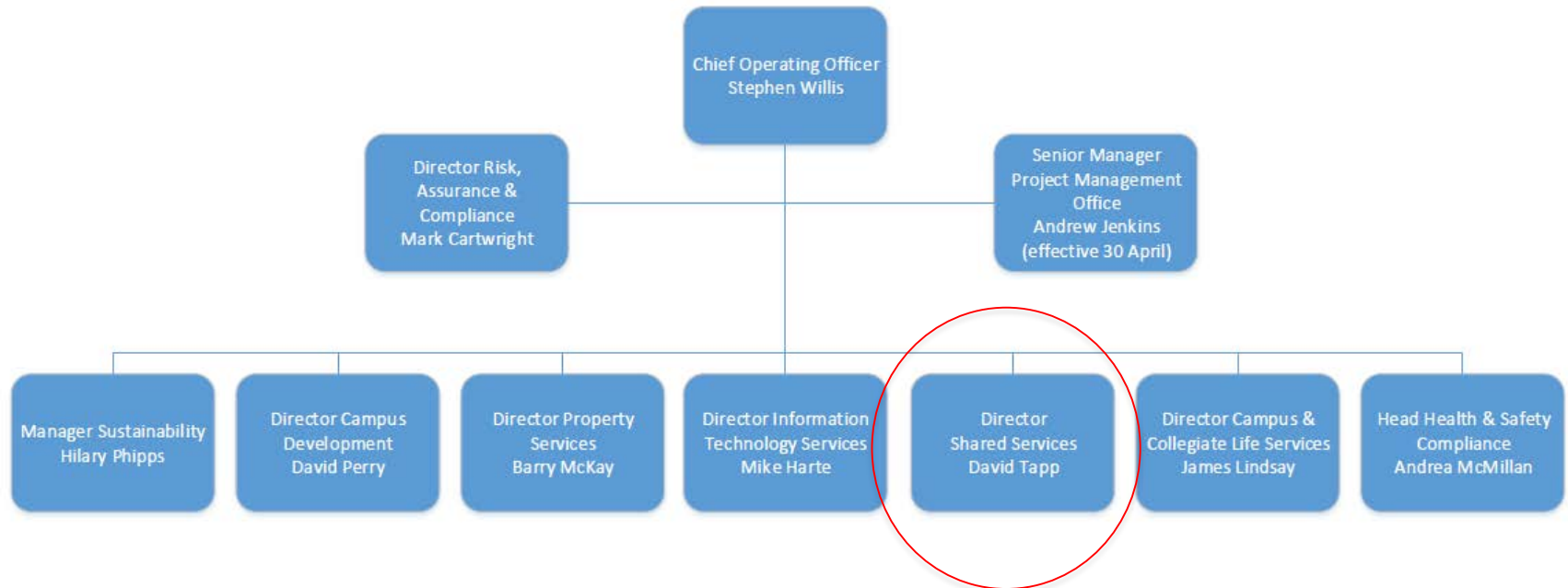
- A Shared Services centre is a separate unit accountable for supplying specialised services used by multiple parts of the same organisation.
- It is a whole system approach that consolidates “like” activities

How does it work?

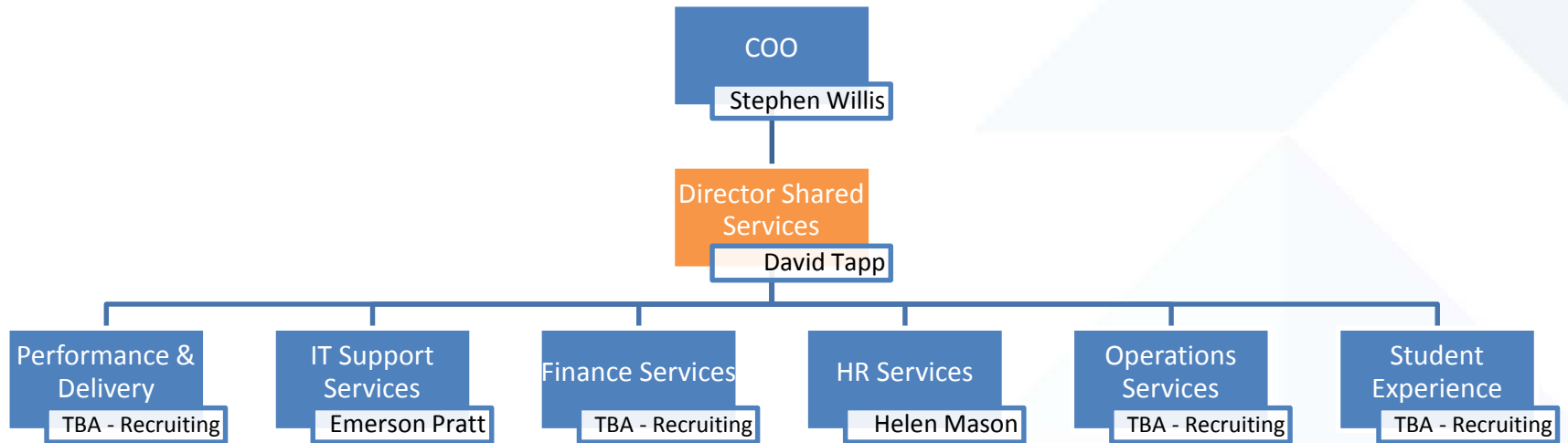


- Staff report directly to shared service management, not individual departments.
- This consolidates processes not centralises people.
- Shared service staff can be centrally located in a service centre or physically embedded into an organisation's departments.

Operations Group



Shared Services Division



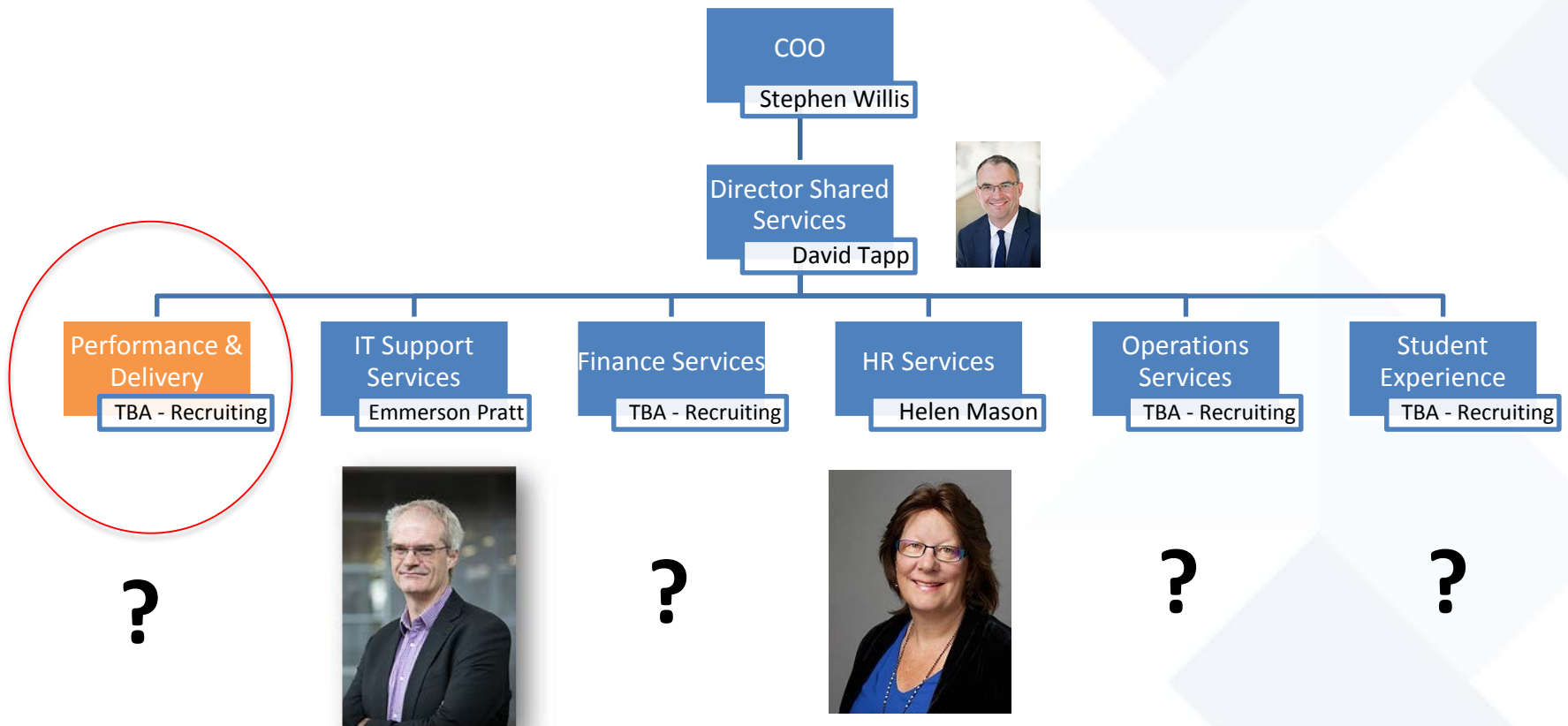
Introducing David Tapp



- David Tapp is currently Manager of Justice Services in Dunedin.
- Previously Chief Adviser of Modernisation with MOJ
- AXA Insurance
- Westpac
- Customer and Information Services Manager DCC
- Otago Graduate
- Commences 19th March
- His role over the coming months will be to lead the establishment of the new Shared Services Division, and to develop a strong service culture.



Performance & Delivery

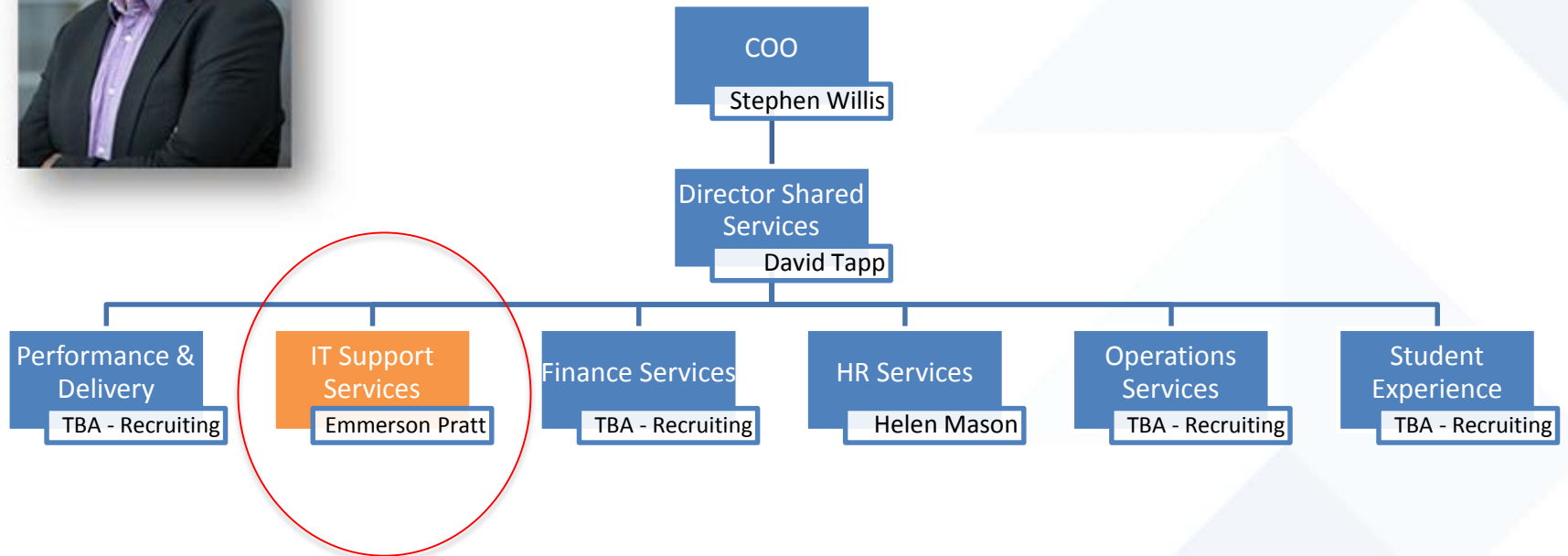


Performance & Delivery



- This service is responsible for the performance of all services.
- It drives metrics, performance, delivery standards and Service Partnership Agreements.
- Shared Services activities and the wider University support services.

IT Support Services

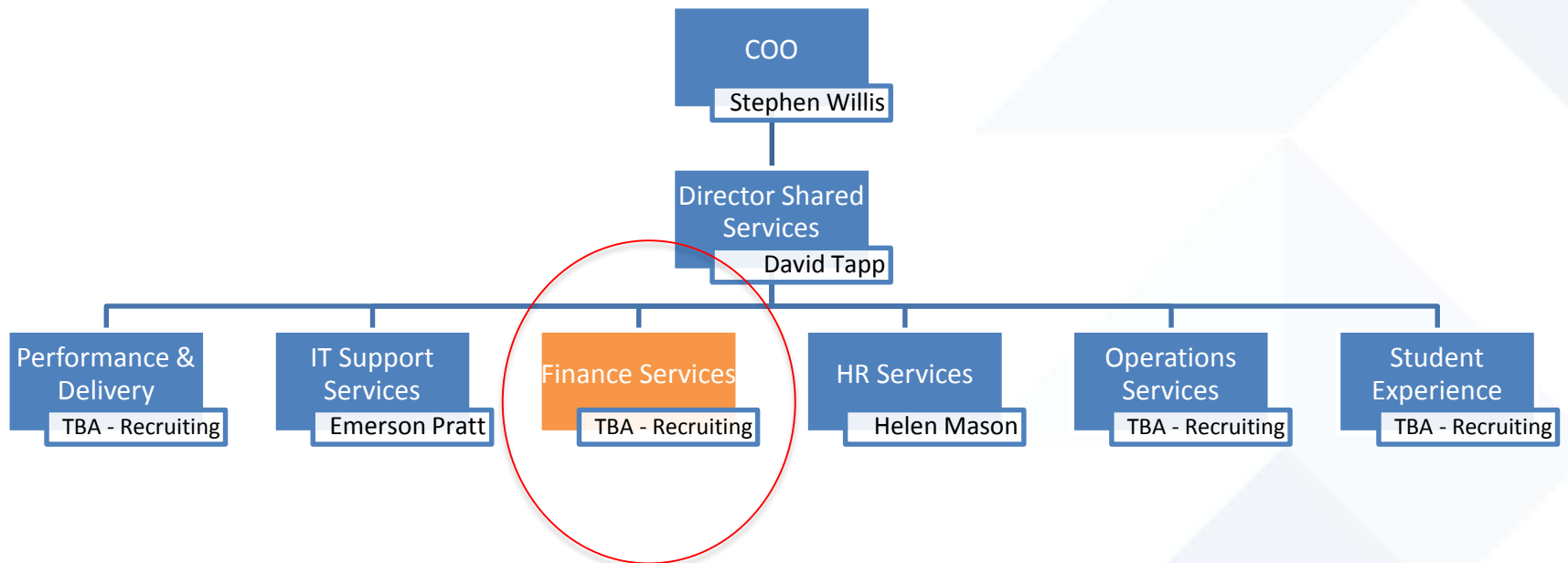


IT Support Services



- The eConferencing team provides specialist support for audio and videoconferencing.
- The audiovisual (AV) design and support service provides technical support to AV facilities across all University campuses.
- Desktop Support staff provide support for staff & students' computing requirements.
- The media production unit provides video production services for teaching, research, and marketing.

Finance Services



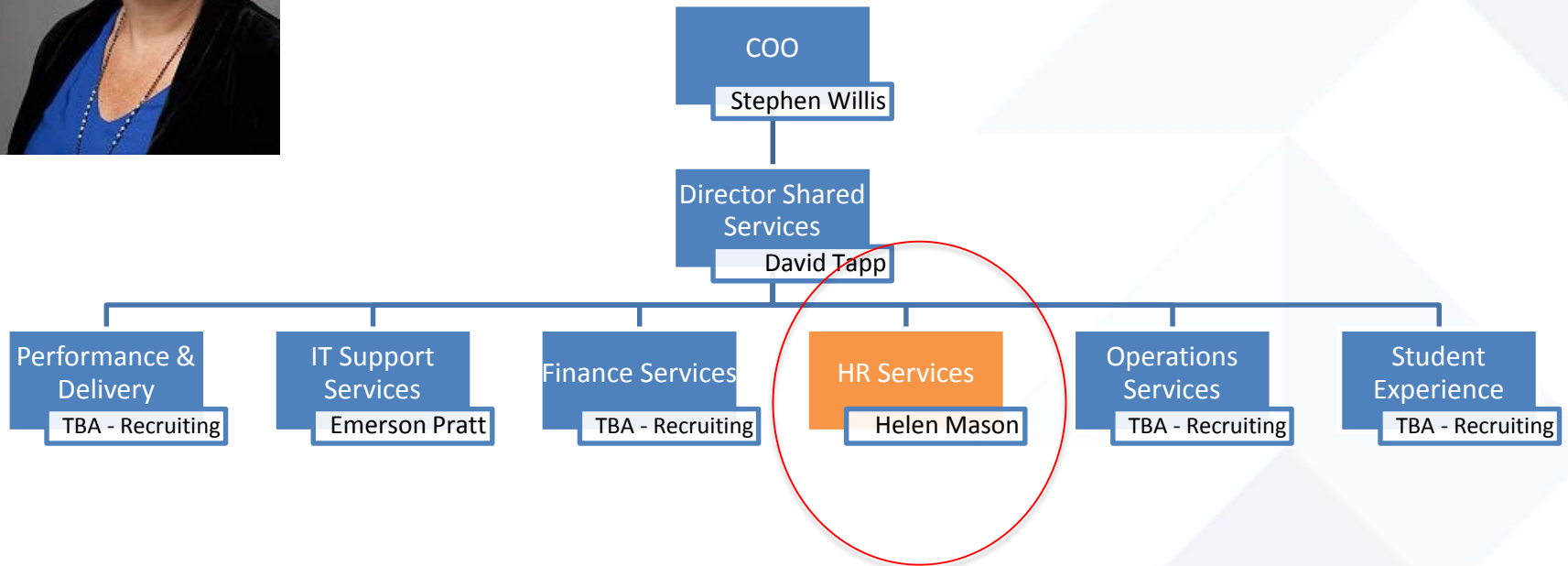
Finance Services



Finance Services functions includes:

- Processing expenses
- Processing general ledger transactions
- Maintaining the ledger
- Purchasing

HR Services



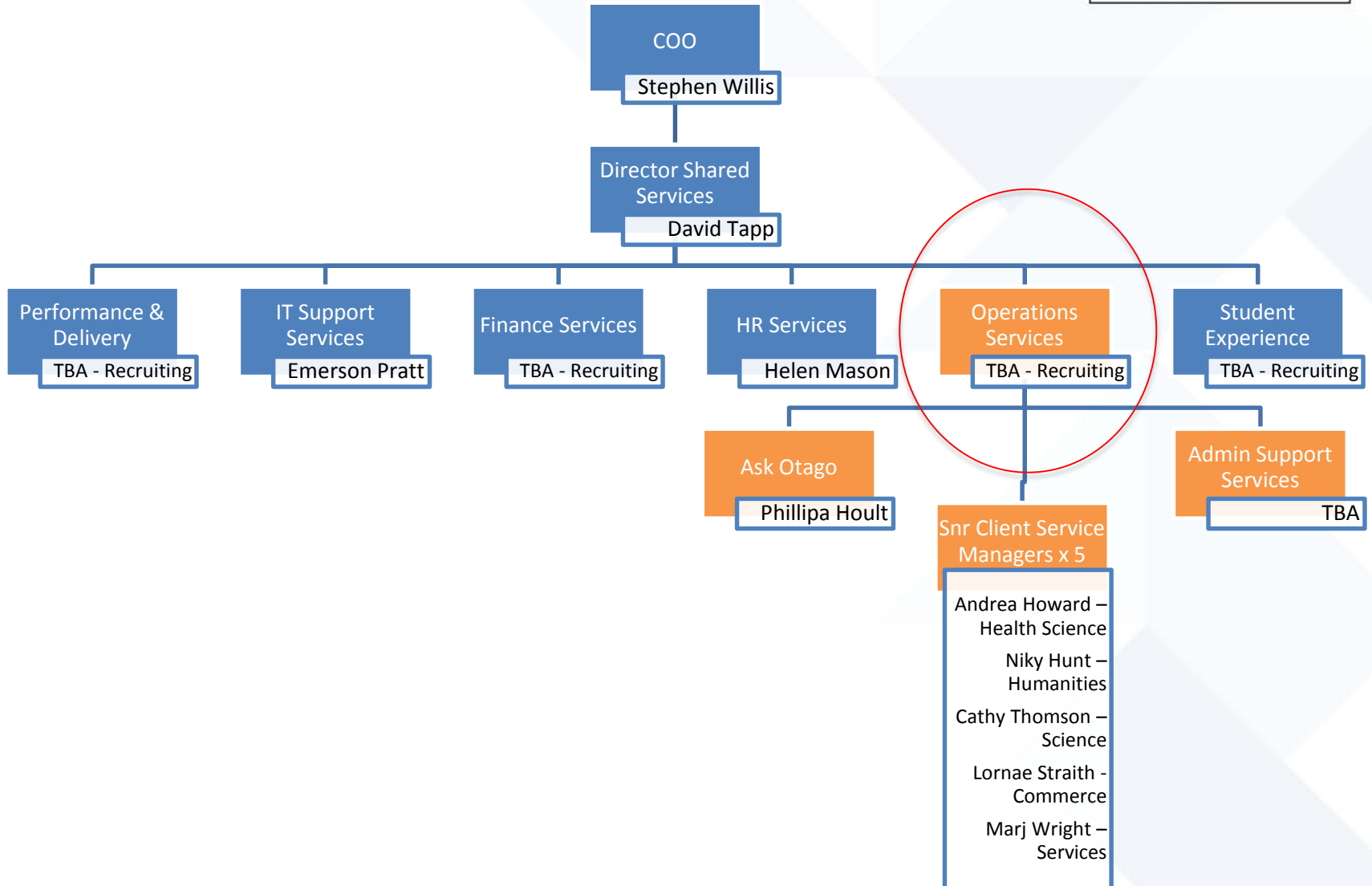
HR Services



This service provides specialist advice and manages:

- Appointment stage of the recruitment process
- Relocation, settlement and onboarding
- Changes in employment / leave
- Maintenance of structure and people records
- Payroll and 3rd party payments
- Information to support business processes and legislative requirements

Operations Services



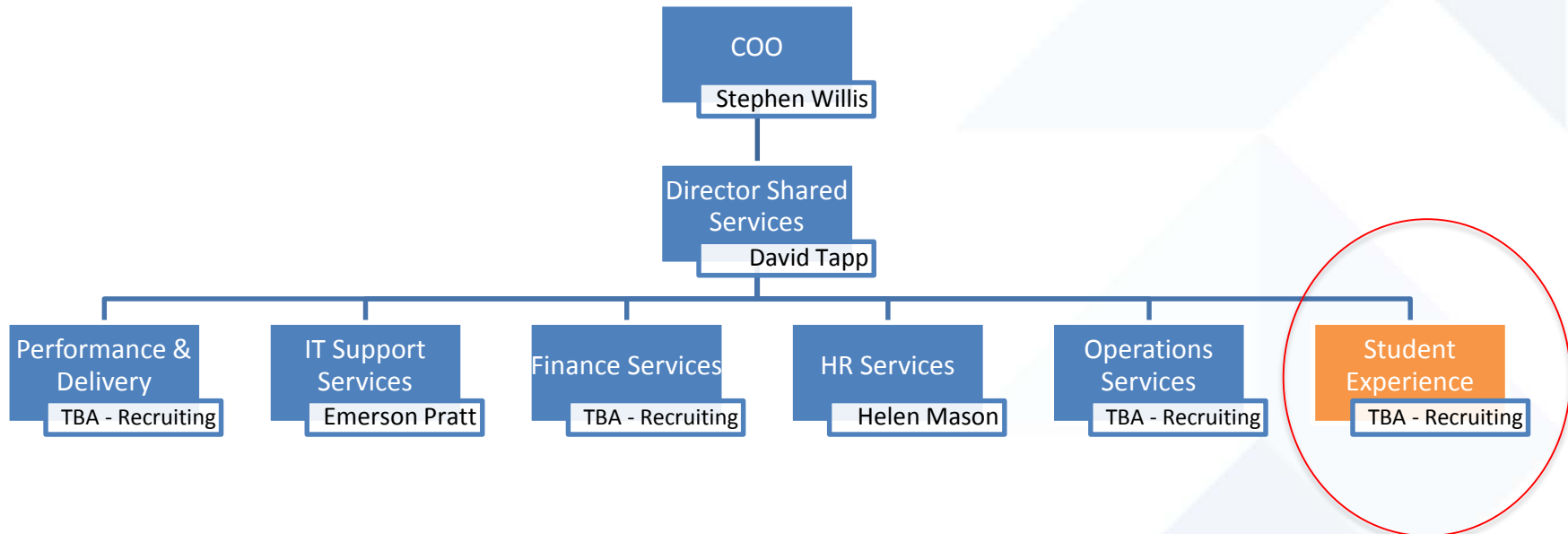
5. Operations Services



This service is responsible for the delivery of administration services to both academic and service division areas.

AskOtago also fits within the Operation Services Area.

Student Experience



Student Experience



Student Experience provides services that are student-centric and for all students.

There are three main areas :

- Student Administration (including Admissions and Scholarships)
- Timetable Services
- Student Development

The next stage



- After the managerial appointment process is complete, we will continue to assign staff to roles in consultation with the senior managers.
- Consultation with groups within each University division is continuing.

By mid-2018



- The appointment process will be complete.
- The Shared Services Centre in the St David 2 building will be operational.
- Space plans will be confirmed

Positioning Otago



- Changing the University's support services operating model is a major undertaking.
- We are doing this to remain sustainable and set our own direction.
- This will help manage Otago's reputation for excellence in teaching and research, into the future, and maintain and grow the unique Otago student experience.

What's next?



In the coming weeks we will present more detail about :

- Finance
- Administration
- Student Experience
- IT
- Marketing & Communications
- PMO

More information will be also be available through the Shared Services newsletter and website.

Use the 'Have your say' section of the SSR website if you have a question,