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# SSR Staff Information Sessions

Administration (Client Services)

Stephen Willis  
Chief Operating Officer



# Foreword



- We don't know what we don't know
- Commitment to implementation
- Finishing at 10 mins to 10
  - Questions - FAQ or direct to SSR Team

# Plan



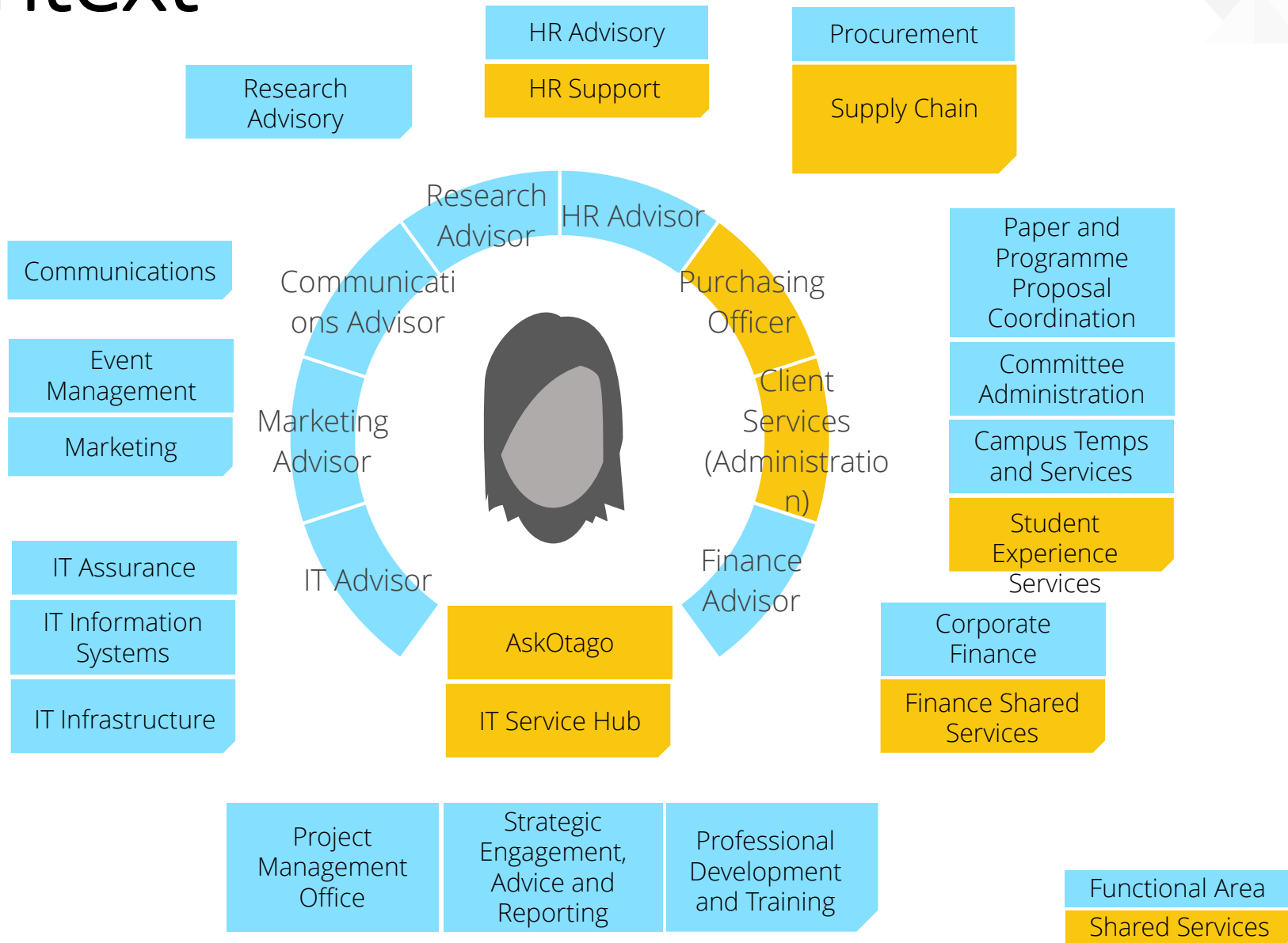
- Compartmentalised Approach
- 2<sup>nd</sup> March: Shared Services Division
  - Presentation is available on the SSR website
- 12<sup>th</sup> March: Finance
  - Presentation is available on the SSR website
- Today: Administration (Client Services)
- 29<sup>th</sup> March: Student Experience
- 6<sup>th</sup> April: AskOtago
- 13<sup>th</sup> April: IT
- 19<sup>th</sup> April: tbc
- 27<sup>th</sup> April: Space Plan

# Purpose



- To provide information on how administration activities will be delivered post the SSR implementation
- To provide information on the organisational structure
- To provide information on the roles and a high level overview of activities
- To update you on implementation progress

# Context



# Shared Services Vision



- Allows leaders to focus on strategic issues
- Routine operational functions are performed to a consistently 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

# Shared Services Division



CHIEF OPERATING OFFICER  
**Steve Willis**



DIRECTOR OF SHARED SERVICES  
**David Tapp**



SENIOR MANAGER  
PERFORMANCE & DELIVERY  
**To be appointed**



SENIOR MANAGER  
FINANCE SERVICES  
**To be appointed**



HEAD OF OPERATIONS  
SERVICES  
**John Price**



SENIOR MANAGER  
ASKOTAGO  
**Philippa Hault**



SENIOR MANAGER  
IT SUPPORT SERVICES  
**Emerson Pratt**



MANAGER  
HR SERVICES  
**Helen Mason**



HEAD OF STUDENT  
EXPERIENCE  
**To be appointed**

# Operations Services



- To facilitate the smooth and efficient operation of administration within academic divisions, schools, departments and service divisions
- Enable leaders and managers to focus on their core activities
- Flexible staffing model
- Standardisation of processes



# Operations Services



DIRECTOR OF SHARED SERVICES  
**David Tapp**



HEAD OF OPERATIONS SERVICES  
**John Price**



SENIOR MANAGER  
CLIENT SERVICES,  
HEALTH SCIENCES  
**Andrea Howard**



SENIOR MANAGER  
CLIENT SERVICES,  
HUMANITIES  
**Niky Hunt**



SENIOR MANAGER  
CLIENT SERVICES,  
SERVICE DIVISIONS  
**Marj Wright**



SENIOR MANAGER  
CLIENT SERVICES,  
COMMERCE  
**Lornae Straith**



SENIOR MANAGER  
CLIENT SERVICES,  
SCIENCES  
**Cathy Thomson**



TEAM LEADER  
ADMINISTRATION  
SUPPORT SERVICES  
**To be appointed**

# Administration Support Services



DIRECTOR OF SHARED SERVICES  
**David Tapp**



HEAD OF OPERATIONS SERVICES  
**John Price**



SENIOR MANAGER CLIENT SERVICES, HEALTH SCIENCES  
**Andrea Howard**



SENIOR MANAGER CLIENT SERVICES, HUMANITIES  
**Niky Hunt**



SENIOR MANAGER CLIENT SERVICES, SERVICE DIVISIONS  
**Marj Wright**



SENIOR MANAGER CLIENT SERVICES, COMMERCE  
**Lorna Strath**



SENIOR MANAGER CLIENT SERVICES, SCIENCES  
**Cathy Thomson**



TEAM LEADER ADMINISTRATION SUPPORT SERVICES  
**To be appointed**

# Administration Support Services



- Provide additional administration support to Client Services, Student Experience and other Shared Services areas
- Help smooth peaks in workload
- Team Leader will be responsible for the day to day management of this team
- Staff will perform a wide variety of administrative tasks

# Client Services



DIRECTOR OF SHARED SERVICES  
**David Tapp**



HEAD OF OPERATIONS SERVICES  
**John Price**



SENIOR MANAGER  
CLIENT SERVICES,  
HEALTH SCIENCES  
**Andrea Howard**



SENIOR MANAGER  
CLIENT SERVICES,  
HUMANITIES  
**Niky Hunt**



SENIOR MANAGER  
CLIENT SERVICES,  
SERVICE DIVISIONS  
**Marj Wright**



SENIOR MANAGER  
CLIENT SERVICES,  
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**Lorna Strath**



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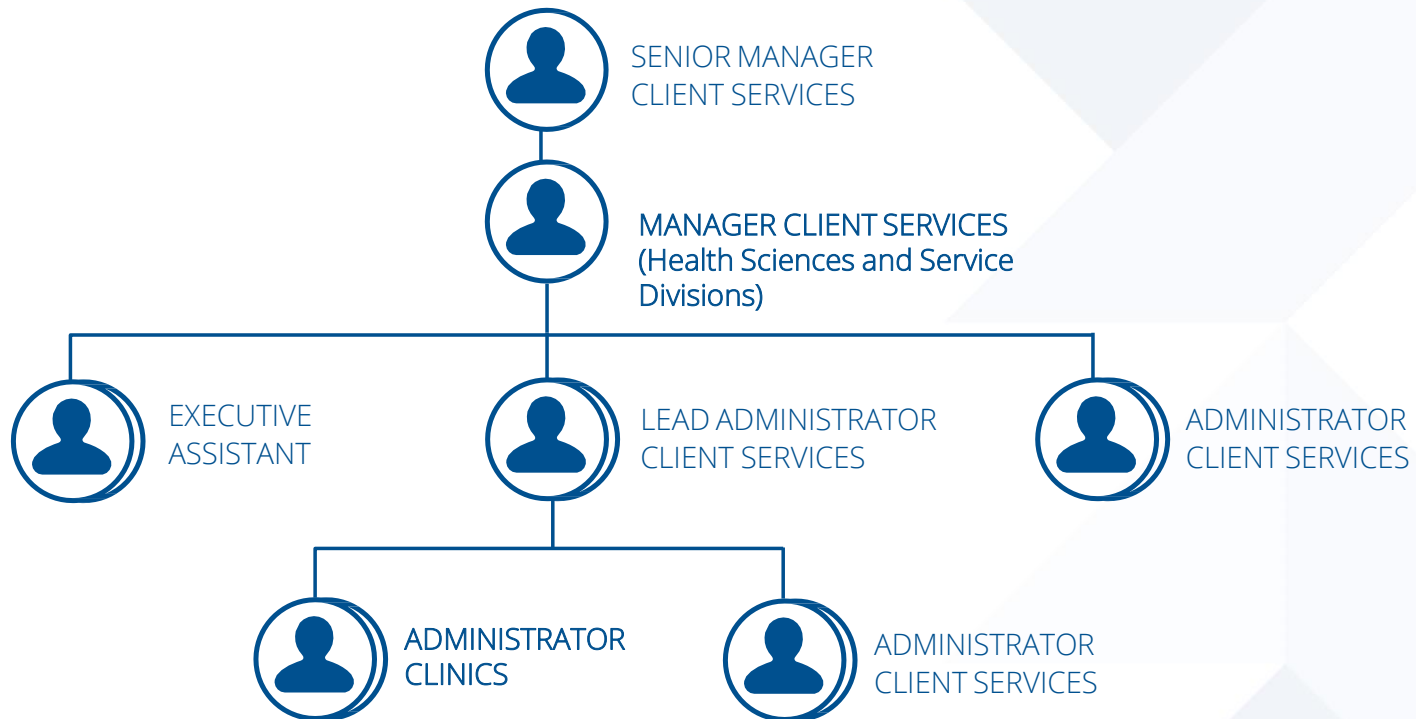
TEAM LEADER  
ADMINISTRATION  
SUPPORT SERVICES  
**To be appointed**

# Senior Manager Client Services



- Manage all administration support staff and services across each division (or divisions)
- University-wide approach
- A strong customer service orientation and commitment to continuous improvement
- Work in partnership with PVCs and senior leaders within Service Divisions

# Generic Structure



# Manager Client Services



# Manager Client Services



- Assigned to one or more schools in Health Sciences
- Assigned to one or more Service Divisions
- Manage all administration support staff and services across each school (or schools in Health Sciences) or across one or more Service Divisions



# Lead Administrator Client Services



# Lead Administrator Client Services



- Provide proactive coordination and administration support to one or more work areas
- Coordinating the tasks of staff reporting to them
- Embedded across the University in departments, schools, divisional offices and service divisions

# Administrator Client Services



# Administrator Client Services



- First point of contact
- Embedded across the University
- Coordination of day-to-day support services to students, staff and visitors
- Activities and responsibilities will vary depending on needs of area
- Combination of completing tasks and coordinating tasks with other services

# Administrator Clinics

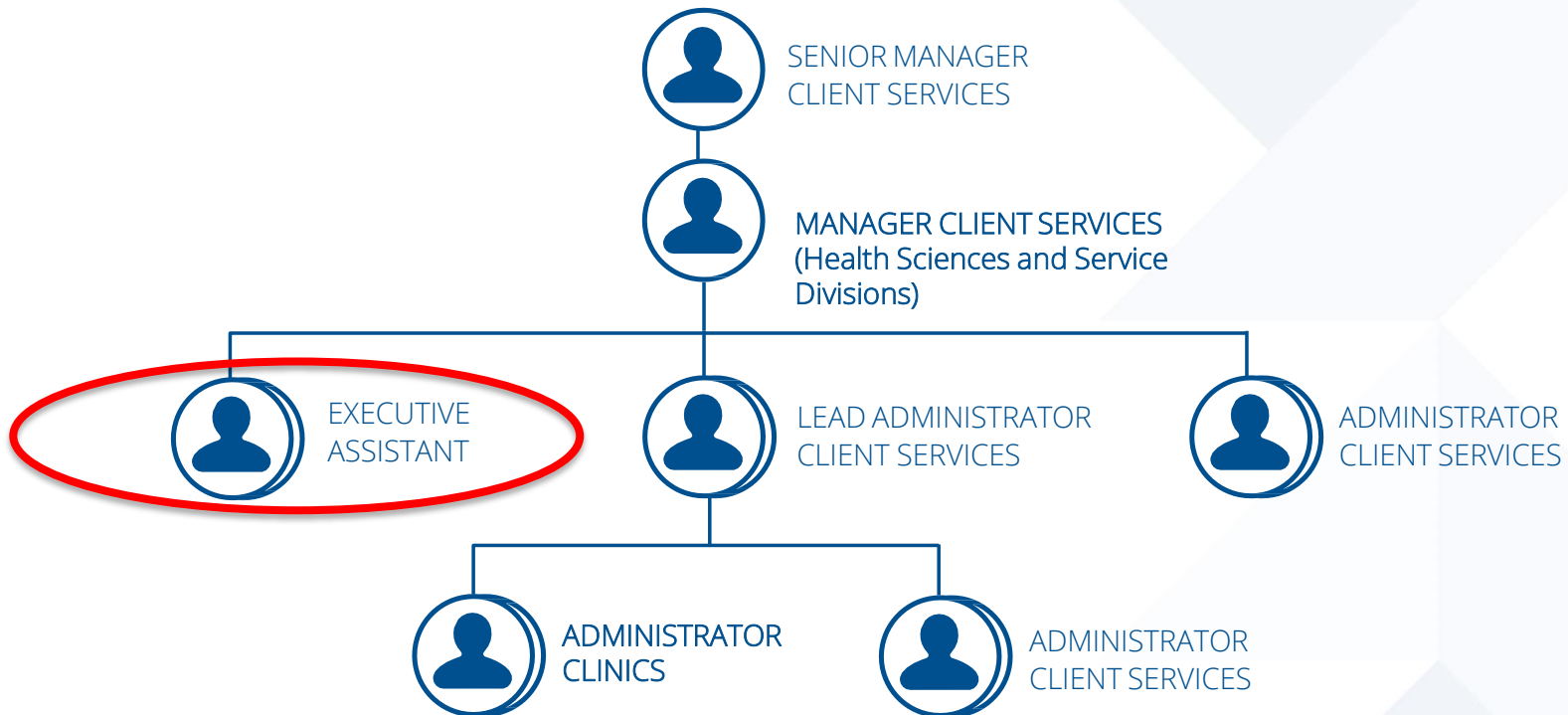


# Administrator Clinics



- Provides a wide range of administrative support for clinics, clinical staff and students within clinics
- Activities include:
  - including reception services
  - patient registration and updating information
  - booking appointments for patients
  - etc

# Executive Assistant



# Executive Assistant



- Confidential and high level executive secretarial and administrative support
- Senior leader's point of contact
- Analysing and assessing requests and responding to issues, enquiries and communications on behalf of the senior leaders
- Drafting, preparing, coordinating and reviewing information



# Some key features



- Majority of staff are physically co-located (embedded)
- Each department will have dedicated resource (relationships are important)
- Generic job descriptions

# The next stage



- After the managerial appointment process is complete, we will continue to recruit new members of the team.
- In discussion with PVCs, Service Division Heads and HoDs, we will allocate team members to support the University.
- Consultation with groups within each University division is continuing.

# Future recruitment



- Recruiting for seven Manager Client Services (Corporate and Service Divisions and the Division of Health Sciences)
- Client Services recruitment will be dependent on management of change processes
- Opportunities will be advertised over the coming months where necessary

# By mid-2018



- Management of Change processes will be completed
- Appointment processes will be completed (i.e. everyone's position in the new structure will be clear)
- Start dates in new roles 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 support 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 :

- 29<sup>th</sup> March: Student Experience
- 6<sup>th</sup> April: Ask Otago
- 13<sup>th</sup> April: IT
- 19<sup>th</sup> April: tbc
- 27<sup>th</sup> April: Space Plan

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

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