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# SSR Staff Information Sessions

Human Resources & HR Services



# Foreword



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

# Plan



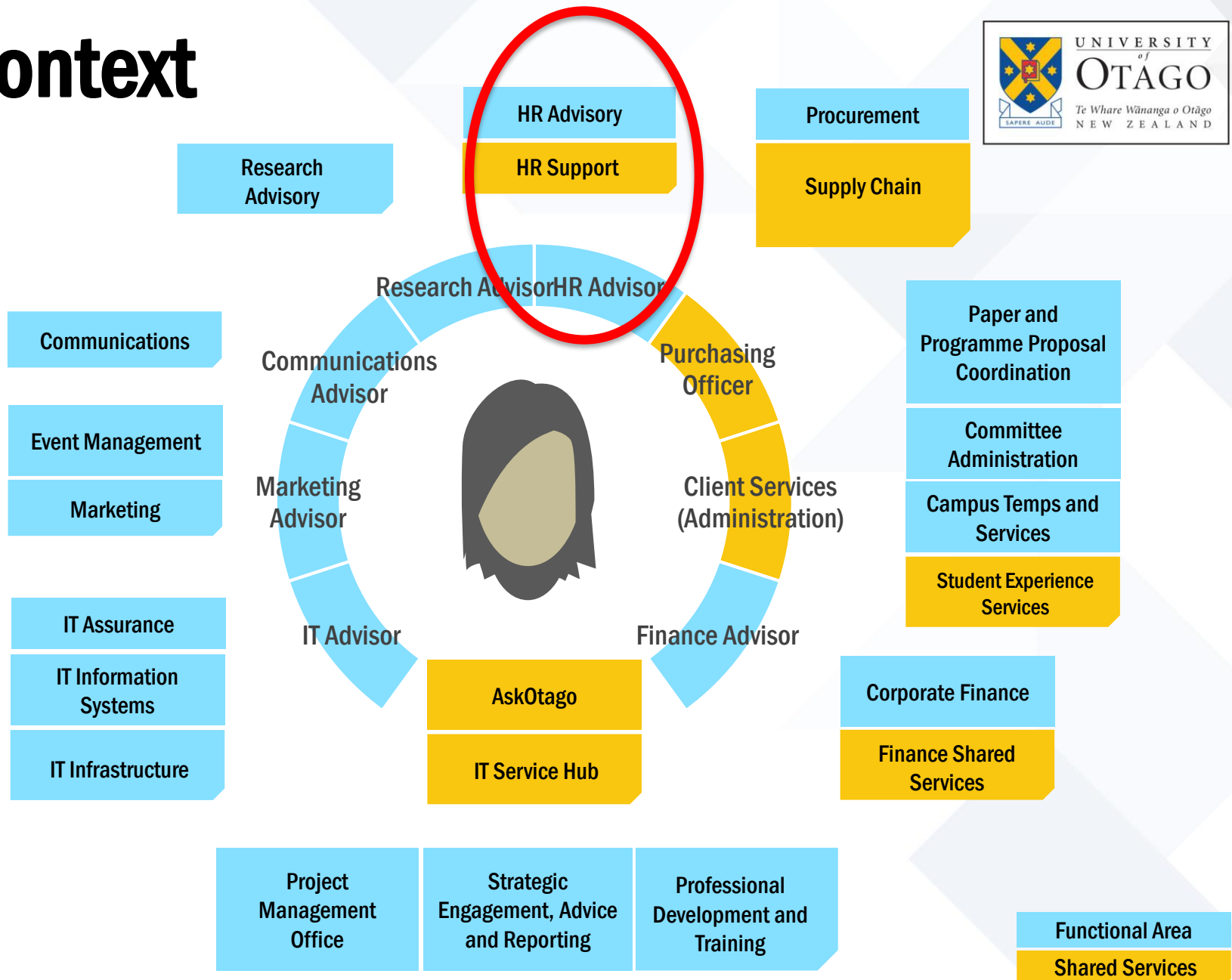
- **Compartmentalised approach**
- **2 March: Shared Services Division (available on the SSR website)**
- **12 March: Finance (available on the SSR website)**
- **23 March: Administration (Client Services) (available on the SSR website)**
- **29 March: Student Experience (available on the SSR website)**
- **5 April: AskOtago (available on the SSR website)**
- **19 April: IT (available on the SSR website)**
- **Today: HR**
- **2 May: Christchurch**
- **4 May: Marketing, Communications**
- **11 May: Wellington**

# Purpose



- To provide information on how HR activities will be undertaken
- To provide information on the organisational structure
- To update you on implementation progress

# Context



# Shared Services Division



**CHIEF OF OPERATIONS**  
**Steve Willis**



**DIRECTOR OF SHARED SERVICES**  
**David Tapp**



**MANAGER PERFORMANCE & DELIVERY**  
**Naomi Weaver**



**SENIOR MANAGER FINANCE SERVICES**  
**To be appointed**



**HEAD OF OPERATIONS SERVICES**  
**John Price**



**SENIOR MANAGER ASKOTAGO**  
**Philippa Hoult**



**SENIOR MANAGER IT SUPPORT SERVICES**  
**Emerson Pratt**



**MANAGER HR SERVICES**  
**Helen Mason**



**HEAD OF STUDENT EXPERIENCE**  
**To be appointed**

# HR Services



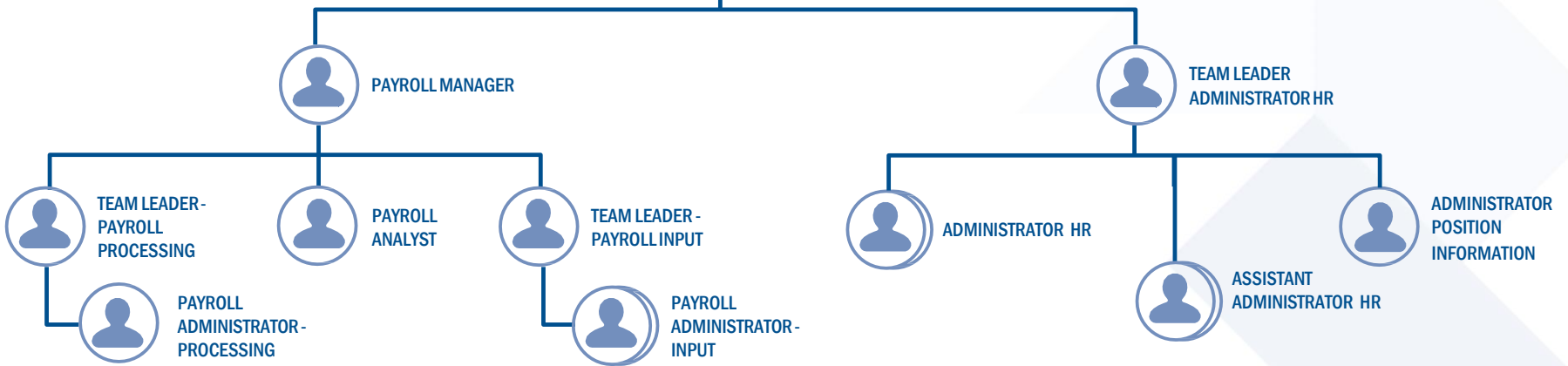
CHIEF OPERATING OFFICER  
**Steve Willis**



DIRECTOR OF  
SHARED SERVICES  
**David Tapp**



MANAGER HR  
SERVICES  
**Helen Mason**



# HR Services



**This service provides advice on and administers:**

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



# HR - Background



## ■ 2005 - 2018

- HR Service Satisfaction Survey
- Established Divisional HR Manager Roles
- SmartStart
- ALDP
- Campus Temps
- AWO
- Health and Safety

# About HR



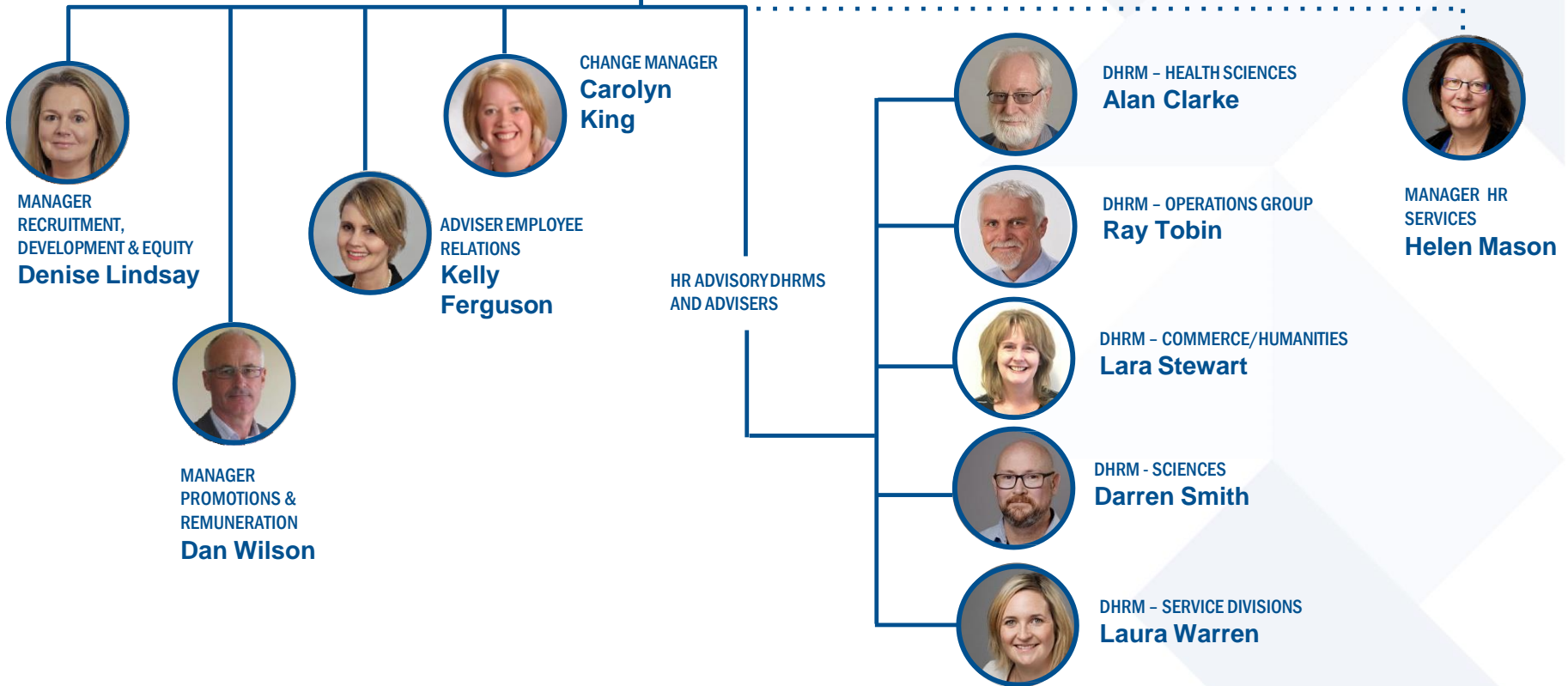
## ■ What's changed:

- **HR Services moved to Shared Services**
- **HR IT moving to ITS – Information Systems**
- **IT Training moved to HR**
- **ALDP moving into Recruitment, Development and Equity**
- **PDR moving to the Professional Development Team**
- **Change Manager role confirmed**

# HR Division



DIRECTOR HUMAN RESOURCES  
**Kevin Seales**



# HR Responsibilities



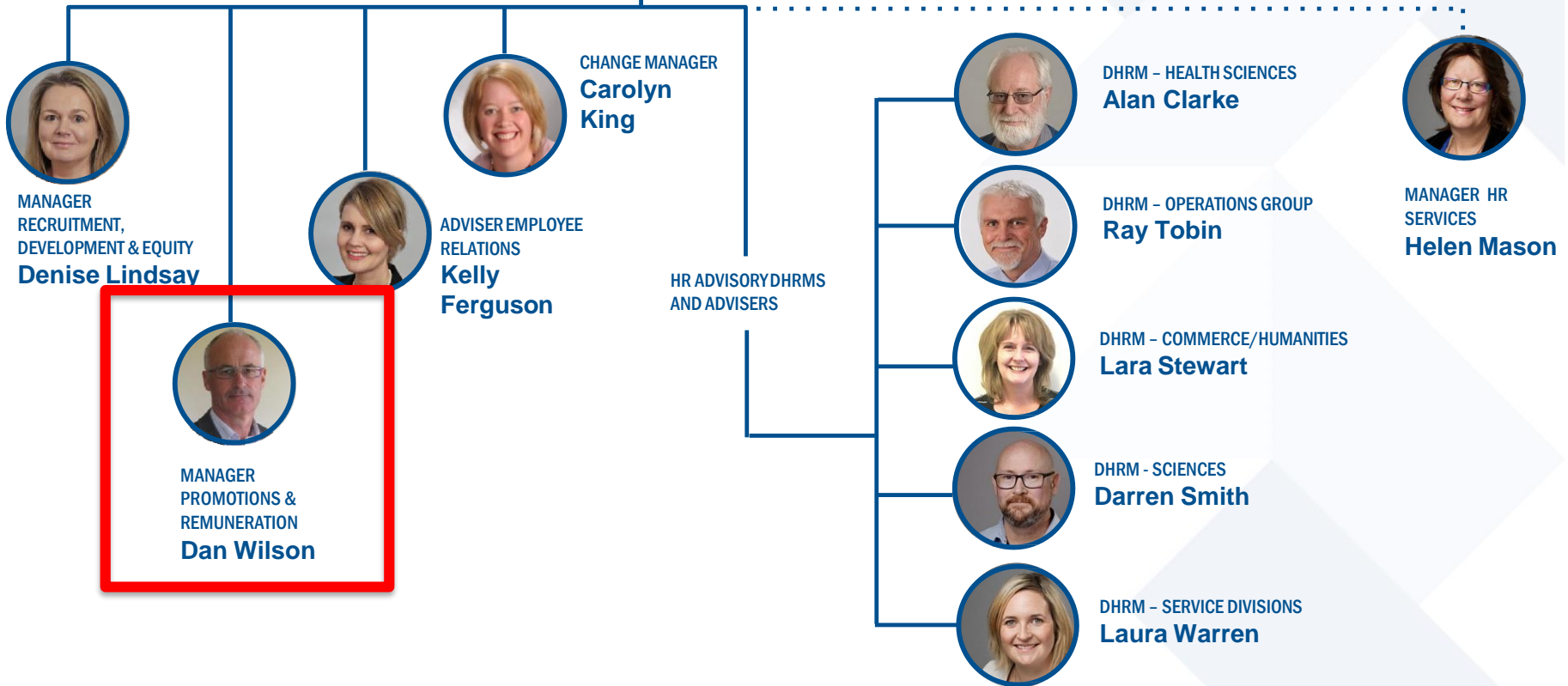
## HR Support and Recruitment service components:

- Strategy and planning
- Advice and information
- Resolution of employment issues
- Recruitment
- Promotions and remuneration
- Professional Development and Training
- Equity
- Industrial Relations / Legal Compliance

# Promotions and Remuneration



DIRECTOR HUMAN RESOURCES  
**Kevin Seales**



# Promotions and Remuneration



DIRECTOR HUMAN RESOURCES  
**Kevin Seales**



MANAGER PROMOTIONS &  
REMUNERATION  
**Dan Wilson**



HR ADVISER, PROMOTIONS AND  
REMUNERATION



HR ADVISER, SUPERANNUATION, STAFF  
BENEFITS AND RETIREMENT



ADMINISTRATOR  
REMUNERATION AND POLICY

# Promotions & Remuneration



This service provides advice on and administers:

- Academic performance & Promotion processes
- Confirmation
- Staffing Advisory Committee
- Job Evaluation
- Remuneration, superannuation & benefits
- A range of HR policies, processes & guidelines

# Recruitment, Development and Equity



DIRECTOR HUMAN RESOURCES  
**Kevin Seales**

MANAGER  
RECRUITMENT,  
DEVELOPMENT & EQUITY  
**Denise Lindsay**



ADVISER EMPLOYEE  
RELATIONS  
**Kelly  
Ferguson**

CHANGE MANAGER  
**Carolyn  
King**



MANAGER  
PROMOTIONS &  
REMUNERATION  
**Dan Wilson**

HR ADVISORY DHRMS  
AND ADVISERS



DHRM - HEALTH SCIENCES  
**Alan Clarke**



DHRM - OPERATIONS GROUP  
**Ray Tobin**



DHRM - COMMERCE/HUMANITIES  
**Lara Stewart**



DHRM - SCIENCES  
**Darren Smith**



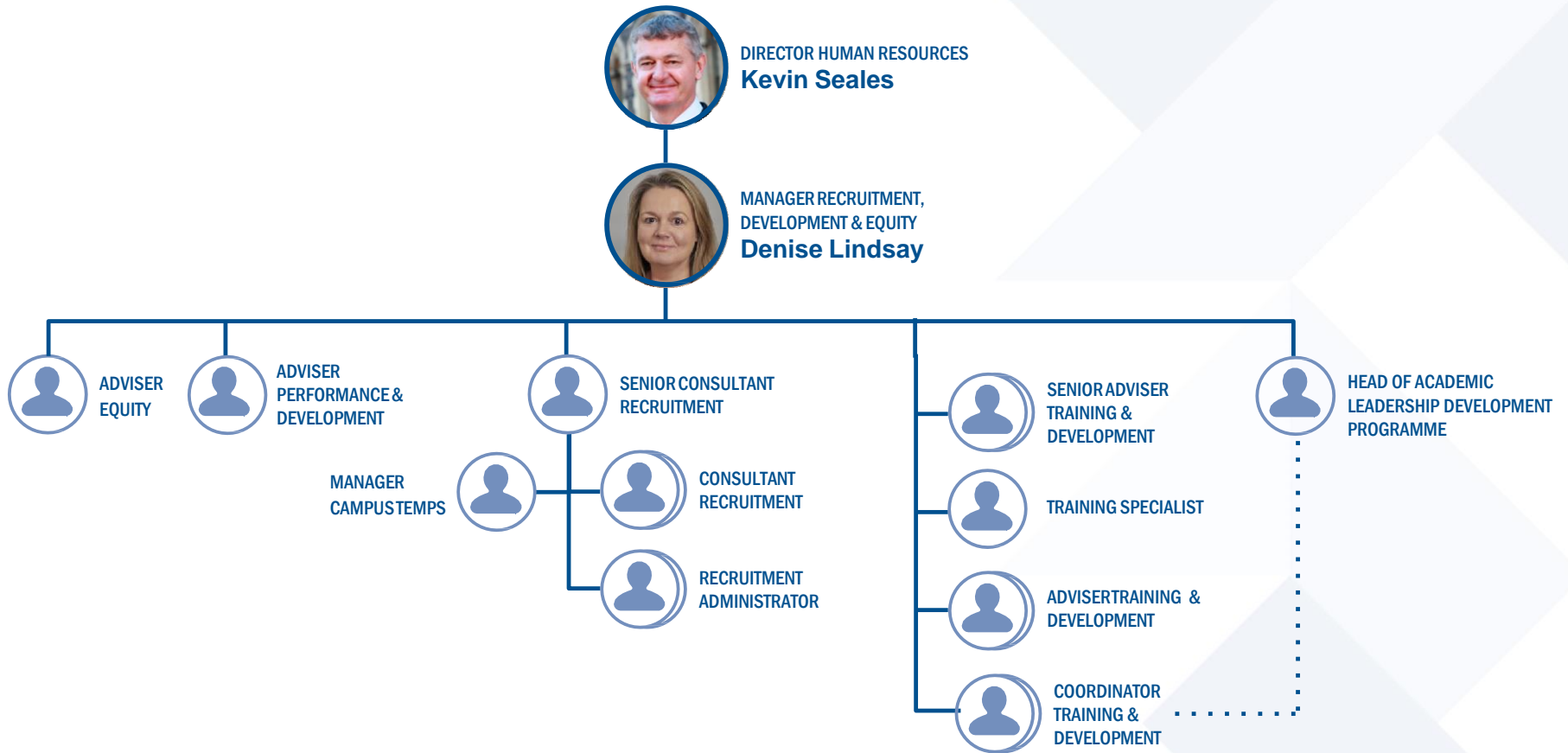
DHRM - SERVICE DIVISIONS  
**Laura Warren**



MANAGER HR  
SERVICES  
**Helen Mason**



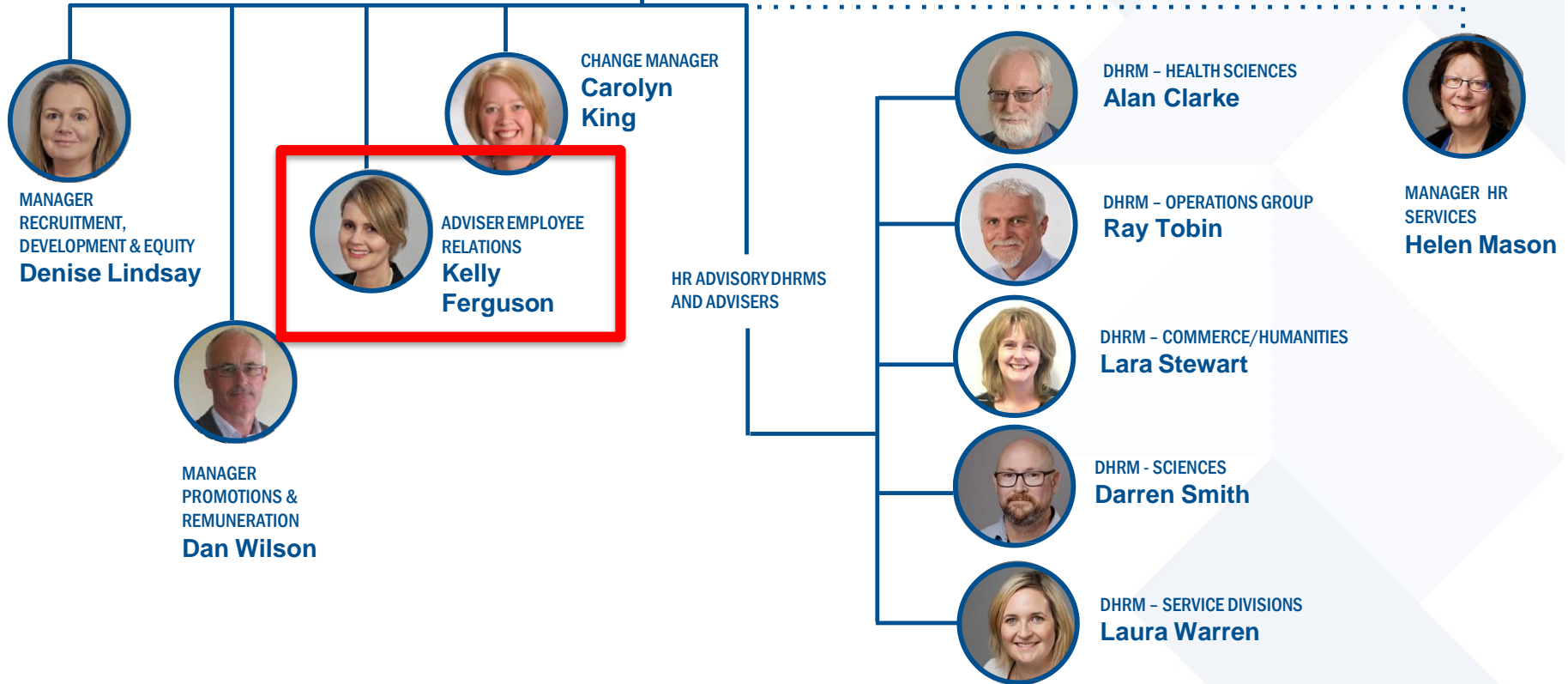
# Recruitment, Development and Equity



# Employee Relations



DIRECTOR HUMAN RESOURCES  
**Kevin Seales**



# Employee Relations

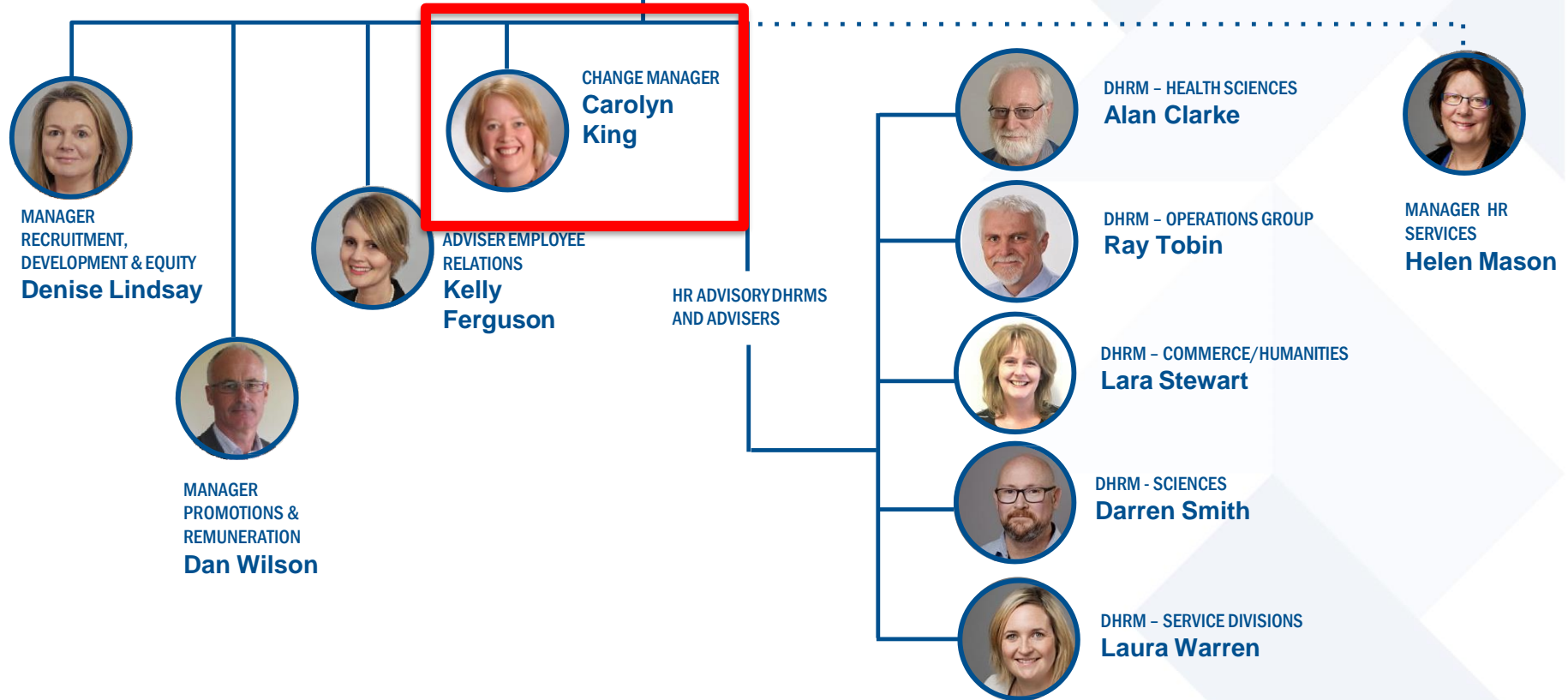


- **Manage high risk employment relationship problems (internally and externally)**
- **Provide strategic guidance/advice on how best to manage ER matters to DHRMs and advisers**
- **Focal areas – take actions that minimise risk to the University (ensure adhering to legislation, employment agreements, and internal policy)**
- **Participate in Collective Bargaining**
- **Review HR Policy**
- **ER training across the University**

# Change Management



DIRECTOR HUMAN RESOURCES  
**Kevin Seales**



# Change Management

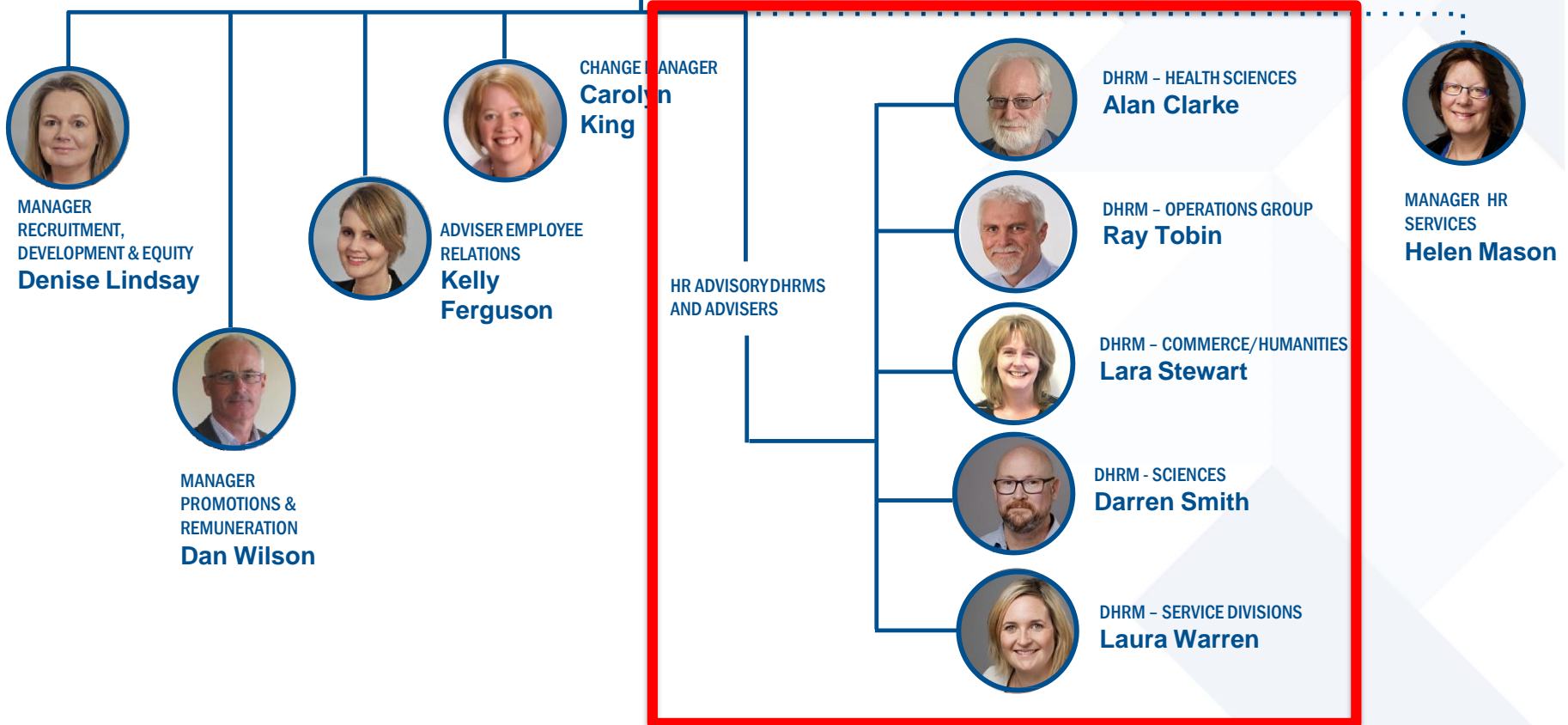


- CM focus for University projects
- CM manages the people side of change
- Organisation change requires individual change
- Supporting people to move successfully to the future state

# Divisional HR Managers/Advisers



DIRECTOR HUMAN RESOURCES  
**Kevin Seales**



# Divisional HR Managers/Advisers



## ■ Health Sciences

- DHRM: Simone McNichol (Alan Clarke covering until end 2018)
- Advisers / Senior Advisers \* 4

## ■ Commerce / Humanities

- DHRM: Lara Stewart

## ■ Sciences

- DHRM: Darren Smith

## ■ Operations Group

- DHRM: Ray Tobin
- Adviser \* 1

## ■ Service Divisions (working title) – includes Finance, Research Division, Academic Division, External Engagement, Strategy and Reporting and Vice Chancellor's office.

- DHRM: Laura Warren

# 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.

# 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



- **Marketing and Communications**
- **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.**

# Support for Staff



- Deciding my future – making good job choices
- CV Preparation Workshops
- Interview Skills Workshops
- Career Development Support

*Further details on SSR website*