

HR Division Work Priorities 2023/24

Key Priorities

The priorities have been established in line with the LSE School Strategy (LSE 2030) and the HR Strategic Plan. Timelines are given in brackets.

Continuous Improvement of HR Operational Activity

- *Develop capacity within HR Operations to provide effective and efficient recruitment support to departments and an improved onboarding experience for new starters.*
 - o *Target completion of onboarding process at least 5 working days prior to new starters' joining date (ongoing).*
 - o *Carry out new starter surgeries (September 2023)*
- *Improve response times to customer queries*
 - o *Maintain internal KPIs for HR Operations team to respond to internal and external customer queries received through hr.jobs, hr.admin and humanresources mailboxes within 48 hours (ongoing)*
- *Sustain improvements in resource planning by reviewing past trends and proactively engaging with departments to prepare for contingencies.*
 - o *Regular review of past and current volumes to analyse trends and plan future resource needs (September 2023).*
 - o *Regular meetings with Department Managers to discuss recruitment plans (ongoing).*
 - o *Monthly meeting with HR Partners to adjust HR Operations resource plan based on business needs (ongoing).*
- *Increase productivity through automation and implementation of Power Apps.*
 - o *Implementation of Power Apps (by December 2023)*
 - o *Reduced use of emails with regards to recruitment and onboarding (ongoing)*
 - o *Data sharing across HR teams (ongoing).*
 - o *Reporting progress to departments (ongoing).*

Delivery of the Payroll & HR Transformation Programme

- *Ensure the project is effectively delivering milestones within planned budget*
 - o *In accordance with outline business case (ongoing).*
 - o *Ensuring effective delivery of each project stream*
- *Ensure strong & stable relationships with existing suppliers as we transition to new partners*
 - o *In accordance with outline business case (ongoing).*
- *Adopt relevant features of the HR Target Operating Model, including hub and spoke. Facilitate its application to a central service operating model).*
 - o *In accordance with outline business case (ongoing).*

Manage and enhance employee engagement

- *Deliver a programme of wellbeing events and initiatives and continue to enhance existing support available to our staff (ongoing).*
 - o *Carry out a procurement exercise and launch a digital wellbeing platform (Autumn Term 2023/Winter Term 2024)*

- *Delivery of ongoing wellbeing programme of events, activities & resources that aligns with blended ways of working as well as promoting campus environment (ongoing)*
- *Increase training and resources available for disabled staff and line managers (ongoing)*
- *Design and implement a full staff survey.*
 - *Prepare for a full staff survey to take place in Winter Term 2024*
 - *Disseminate results and plan any necessary actions (Spring Term 2024)*
- *Review the Blended Working policy to include:*
 - *Work with the COO on his programme to understand the impact of hybrid working on space utilisation and resource management.*
 - *Consideration of better inclusivity of all staff.*
 - *Consideration of how the School may go further in the Blended Working policy in supporting more flexibility in how staff work (all Spring Term 2024).*
- *Review the contribution pay system with a view to recommending a new time cycle which assists with CDR outcomes more clearly feeding into contribution pay decisions (Autumn Term 2023).*
- *To support effective industrial relations through the management of good relations with Trade Unions (ongoing).*

Implement Talent Enablement strategic initiatives

- *Review the School leadership and core training offering*
 - *Leadership Steering group to review core programme using data, evaluations, and alignment to HR and 2030 Strategy (ongoing).*
- *Launch PSS Development Centres with first cohort (band 7 roles)*
 - *Carry out a procurement exercise for an expert partner for Development Centre (Autumn Term 2023)*
 - *Design training within input from relevant stakeholders (Winter Term 2024)*
 - *Launch first Development Centre starting with PSS Band 7 roles (Spring Term 2024)*
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- *Ensure CDRs are carried out effectively across all PSS staff*
 - *Track and report on completion rates for Career Development Reviews (CDRs) through MyView solution (ongoing)*
 - *Launch and socialise blended learning CDRs training package for managers Autumn Term 2023)*
- *Improve the onboarding experience*
 - *Launch and socialise a new starter induction checklist and a manager's induction toolkit, training, and checklist (by 28 February 2024)*

Manage and enhance services to our users

- *Introduce digital identity document validation technology (IDVT) for right to work checks for British and Irish passport holders (Spring Term 2024)*
- *Enhance the awareness of all HR teams on the remit/work of their colleagues to ensure a knowledgeable and effective response to customer queries (ongoing).*
- *Review and develop HR's website content to ensure it supports our customers working in a blended working environment (ongoing).*