

## 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).*