



THE LONDON SCHOOL
OF ECONOMICS AND
POLITICAL SCIENCE ■

LSE 2030 - Developing LSE for everyone

HR Strategic Plan – Recruiting and Harnessing Talent

“Ensure that staff receive a positive experience throughout their School employment, with a particular focus on enhancing recruitment, induction and leaver processes.”

SEPTEMBER 2023

Saima F Ali

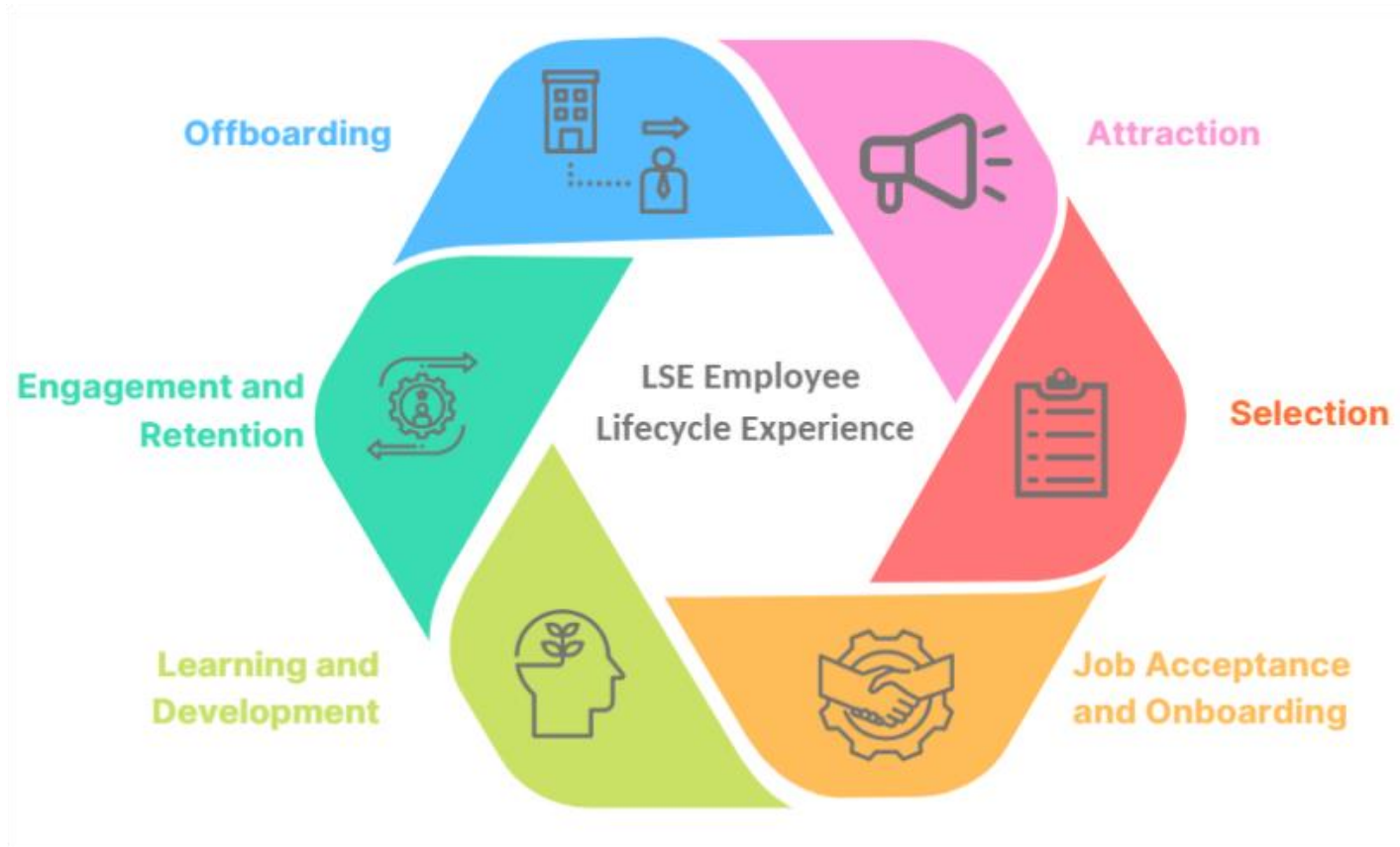
HR Operations

Policy Lead

HR



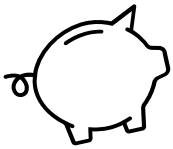
The LSE Lifecycle Experience





THE LONDON SCHOOL
OF ECONOMICS AND
POLITICAL SCIENCE ■

Recruiting and harnessing talent: Supporting our LSE 2030 Commitment



Investing in our community

Creating a positive impact for individuals as soon as they interact with the School. Relaying the sense of 'our community' from the outset, right through until the end of their employment and to remain connected.



Being open all life long

To keep connected from inception, the employee journey and beyond.



Ensuring LSE works for everyone

Communication and consultation from the outset on how best the journey at the School is a positive and inclusive one. To provide an opportunity to develop and flourish.



Creating a sustainable LSE

To create some learning and social spaces virtually and develop administrative processes that are online, efficient and easily accessible.

HR



2022/23 priorities / develop HR

Operational activities by:

Improving capacity

By providing effective and efficient recruitment support to departments and an improved onboarding experience for new starters

2022/23 actions

Improving responses to customer queries

Through internal KPIs

2022/23 actions

Improving resource planning

By reviewing past trends and proactively engaging with departments to prepare for contingencies

2022/23 actions

Increasing productivity to automate and process efficiencies

Through the HR and Payroll Transformation Programme and intermediate KPI, reporting and data sharing measures

2022/23 actions

Ensuring that the employee/applicant receives a positive experience

Recruitment	Onboarding	Off-Boarding
<p>Open Days (Come and see for yourself) that give a sense of career paths (moving within LSE) Professional Services. Recruitment Campaigns for similar jobs.</p> <p>Assessment Centres (Explore use for appropriate job roles)</p> <p>Ways for hiring managers to know ‘what’s out there’ before creating a role Encouraging creative options, e.g. providing more recruitment tools to assist alongside interviews</p> <p>Developing the Internal Talent Pool through Secondments and job swaps, Career Grades, Apprenticeships, opportunities for LSE undergraduates</p> <p>Enhanced e-recruitment system (transparency of individual campaigns for recruiting manager)</p> <p>Improve and update LSE Jobsite Make more of the LSE Offer, LSE life (including benefits) and working on campus</p> <p>Actively seek diverse recruitment (e.g. use findings of Anonymisation of Applications)</p> <p>Provide visa sponsorship for wider categories of staff</p>	<p>Pre-start welcome (The human touch)</p> <p>The hybrid & virtual experience (a feel for LSE)</p> <p>Onboarding – a dedicated team which is cross-divisional working seamlessly</p> <p>Webinars/videos supporting recruitment and pre-boarding</p> <p>Continuously developing Flying Start In-person delivery that is truly inclusive, open to all staff groups and at any time of year</p> <p>A day in the life of an Academic (to connect the dots . . . what is it all about?)</p> <p>Generational wisdom (Buddy/Mentor). . . Cannot learn it? How is this transferred?</p> <p>Highlight professional standards Focus on ethical behaviours and good conduct towards colleagues</p>	<p>Consistent in saying goodbye: School thank you. (LSE Newsletter)</p> <p>Exit Interview: develop and implement an approach to introducing sample interviews for all categories of salaried staff</p> <p>Exit Questionnaire: implement approach for follow-up communications to improve completion rates. Explore technical solutions to improve real-time reporting.</p> <p>Online Retirement Support Seminars</p> <p>Succession Planning to ensure LSE has the necessary potential and skillsets internally</p> <p>Explore emeritus concept for PSS and research staff</p>



The User Experience of Going Through the Employee Lifecycle

- Confidence with accepting the role at LSE
- Control of own online onboarding
- Experience the benefits of work-life balance Initiatives
- Experience the benefits of physical and mental wellbeing initiatives
- Feel part of consultation: e.g. recruitment strategies
- Feel part of the community and culture of LSE
- Experience the benefits of improved operational processes by the removal of roadblocks, having a clear vision and to all be on the same page
- To feel connected, through communication and regular dialogue and information sharing
- To feel inclusivity where LSE policies and procedures have EDI initiatives woven through them
- To be part of an institution that is “the Example” to others, building motivation and a sense of belonging
- To be part of an institution that has sought to build trust from the outset
- To proactively upskill in a culture which truly values development and training

