Valuing staff in HE Professional, Managerial and Administrative Roles

SROC – 16 March 2015
Registrar and Secretary?
- Are we good at valuing PMA staff?
- How do we do it?
Pay

Conditions

Community
- Listening to staff
- Professional development
Marks out of 10?

- Pay 7
- Conditions 8
- Community 9
- Listening to staff 7
- Professional development 5
Professional Development

York - strategic leadership
- leadership in action
- team building
- one-off workshops
- Professional@York initiative
Professional Development
- AUA
- networks
- degree programmes
- LFHE/AHUA
- AHUA Flying Higher
- Director development
- Learning sets
- Coaching
- Mentoring
- Image of University professional support roles
- Recruitment of graduates
Captain Geoffrey Gabb

- Born 24 March 1924
- Educated Tonbridge School & Downing College, Cambridge
- War service in East Kent Regiment (MC)
- Colonial service in East Africa (district officer, magistrate, head of Ministry of Agriculture)
- From 1966, Assistant Registrar, Southampton University
- Died 5 November 2013
Career progression
Interface with academic community
Over-emphasis on rules, regulations and process
What should we do to value staff?
- Attract the best and brightest people into PMA roles
- Give them a clear sense of career progression
- Break down barriers between academics and PMA staff
- Make sure PMA staff have a clear understanding of what their role is
- Make sure staff understand University strategy and sense of direction
- Make sure staff understand academic purposes
Challenge every staff member to enhance the student experience

Constantly remind staff not to become prisoners of bureaucracy

Give staff scope to innovate and be creative
- Manage by guiding and supporting
- One-University approach to support functions
- Break down barriers between professional silos
- Create mixed teams – age, gender, personality
- Encourage and promote professional development, networks, further study, visits
- Rigorous performance review and appraisal
Questions