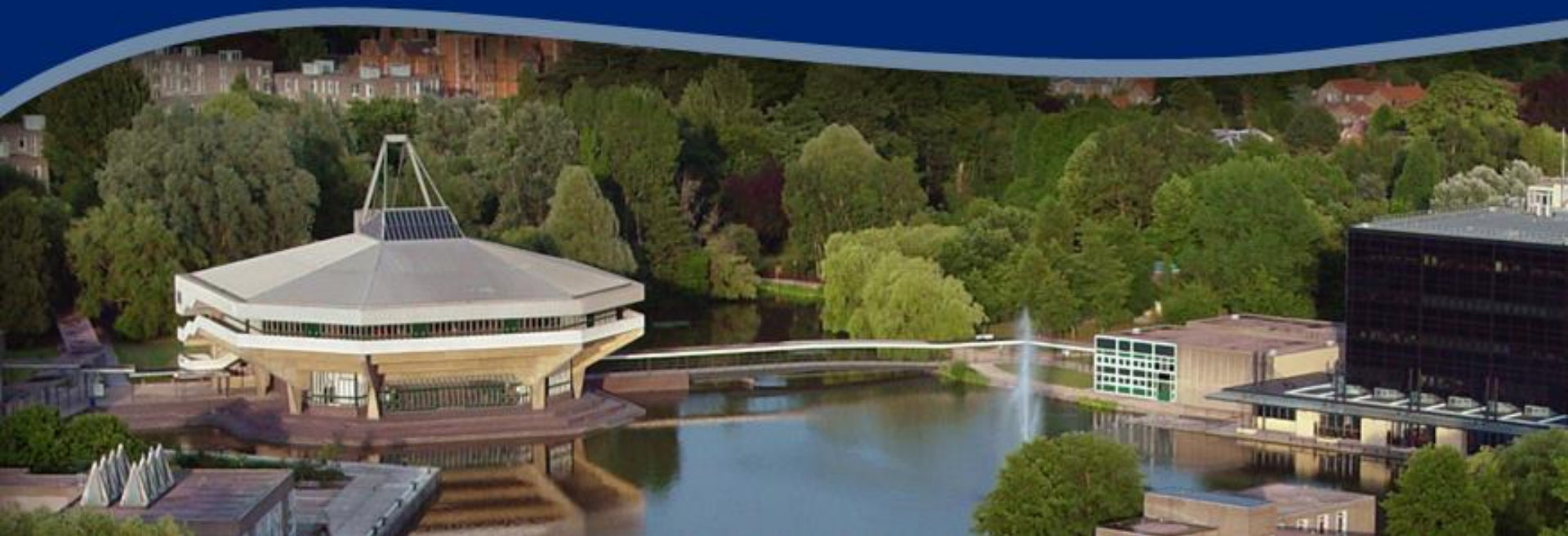


THE UNIVERSITY *of York*



# 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

