

## *Project progress report*

This Report is to enable progress monitoring of process improvement projects by the Operational Excellence Steering Group. An initial report should be completed by the Improvement Champion on completion of the Rapid Improvement Workshop, and then updated at 3-monthly intervals. The initial report and subsequent updates should be sent to the Chair of the OE Steering Group.

Project title:

**Staff Appointment process**

Improvement champion(s): **David Wilson & Julia Smith**

Progress stage

Project reference/version: **1**

OESG approval date: **January 2009**

RIW dates: **6<sup>th</sup> – 9<sup>th</sup> April, 2009**

RIW facilitator(s): **Jane Miller & Jules Cross**

## *Brief*

Objective

**To provide a better customer experience for new appointees to WBS, appointing managers and HR, by improving the timeliness and accuracy of the appointment process, whilst as far as possible decreasing process complexity for UoW and WBS staff involved in the process.**

Business rationale

**To ensure WBS recruits the best staff by eliminating any wastage through customer dissatisfaction with the recruitment process, and to reduce workload impact of vacant posts on existing staff by getting new staff in post as soon as possible.**

## *Benefits expected*

| Benefit                  | For whom?                                                                                            | How & why?                                                                                                                                                       |
|--------------------------|------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Release of work capacity | <b>Staff covering vacant posts;<br/>Recruiting Manager,<br/>WBS HR, WBS Finance &amp;<br/>UoW HR</b> | <b>By getting staff into post as speedily as possible;<br/>By improving accuracy &amp; timeliness of process<br/>By clarifying and communicating the process</b> |
| Simpler process          | <b>Recruiting Manager<br/>WBS HR. WBS Finance &amp;<br/>UoW HR</b>                                   | <b>By eliminating waste and clarifying process</b>                                                                                                               |
| Better customer service  | <b>Candidates for WBS posts and WBS managers</b>                                                     | <b>By improving accuracy, timeliness and communication</b>                                                                                                       |
| Cost savings             | <b>WBS</b>                                                                                           | <b>Reduced need to re-advertise posts</b>                                                                                                                        |
| Other                    | <b>WBS staff</b>                                                                                     | <b>Reduce stress due to covering vacant posts</b>                                                                                                                |

## *Resource estimates*

| Resource                       | How much?          | Why?                                                                   |
|--------------------------------|--------------------|------------------------------------------------------------------------|
| Champion & implementation team | <b>10 man days</b> | <b>Time to do reviews, develop guidelines and courses</b>              |
| Additional Budget              | 10 days            | Cost WBS HR staff or LDC tutors to run interview courses for WBS staff |

## Operational Excellence in WBS

|                                |                                    |                                                                                                         |
|--------------------------------|------------------------------------|---------------------------------------------------------------------------------------------------------|
| Applications development       | N/A                                | Application developments are already covered by UoW HR budget                                           |
| Other professional development |                                    |                                                                                                         |
| Space                          | N/A                                | N/A                                                                                                     |
| Equipment                      | N/A                                | N/A                                                                                                     |
| Other                          | Edit access to PSE by WBS HR staff | To advertise jobs, to transfer information from PSE Recruit to main PSE system at the time of an offer. |

### Success criteria

| Measure                                                                                                         | Target                                                                                                                                                                    | Progress                                | Comment                                                                                                                                                                                        |
|-----------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Quicker timeframe from the recruiting manager getting authorisation to offer being accepted                     | ?                                                                                                                                                                         | Too early                               | Original measure of the time from purple form to offer was 101 days (mean).                                                                                                                    |
| Less reworking and double checking between UoW and WBS HR teams                                                 | Clarity on what each other is doing, eliminate re-working                                                                                                                 | 2B process helped clarify who does what |                                                                                                                                                                                                |
| Recruiting managers understand the recruitment process                                                          | Managers understand what their role is in the process and where the role is in the process.                                                                               | Too early                               | Via guidelines and training                                                                                                                                                                    |
| Applicants and new recruits report positively about their experience of applying, timeframes and communications | Recent recruits and interviewees report positively of being informed during the process. Get an offer letter within a week of the decision being made to recruit them and | Too early                               | Initial focus group commented on the importance of getting an offer letter quickly after interview, not knowing what had happened to an application after submission, errors on offer letters. |
|                                                                                                                 |                                                                                                                                                                           |                                         |                                                                                                                                                                                                |

### Implementation plan

| Action                | When? | Progress | Owner |
|-----------------------|-------|----------|-------|
| See attached schedule |       |          |       |
|                       |       |          |       |
|                       |       |          |       |
|                       |       |          |       |
|                       |       |          |       |

## *Implementation team members*

| Name                             | Team            | Initials |
|----------------------------------|-----------------|----------|
| <b>Julia Smith (IC)</b>          | <b>WBS HR</b>   |          |
| <b>David Wilson (IC)</b>         | <b>DO</b>       |          |
| <b>Jane Hodge</b>                | <b>UoW HR</b>   |          |
| <b>Karen Kelleher</b>            | <b>UoW HR</b>   |          |
| <b>Katie Watts</b>               | <b>UoW HR</b>   |          |
| <b>Lin Sullivan</b>              | <b>WBS HR</b>   |          |
| <b>Samantha Riley</b>            | <b>WBS HR</b>   |          |
| <b>Martin Chandler</b>           | <b>ISSU</b>     |          |
| <b>Simon Peatfield</b>           | <b>MarComms</b> |          |
| <b>Zoe Radnor</b>                | <b>OM</b>       |          |
| <b>Zoe Nichols</b>               | <b>FO</b>       |          |
| <b>Jane Miller (Facilitator)</b> |                 |          |



***At project completion***

Project team statement

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OESG Comments and Conclusion

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***Report sign-off***

Improvement champion

date

OESG chair

date