



WESTERN SYDNEY  
UNIVERSITY



**Shared Services Program Update**  
Professional Staff Conference  
30<sup>th</sup> June 2017

Introduction



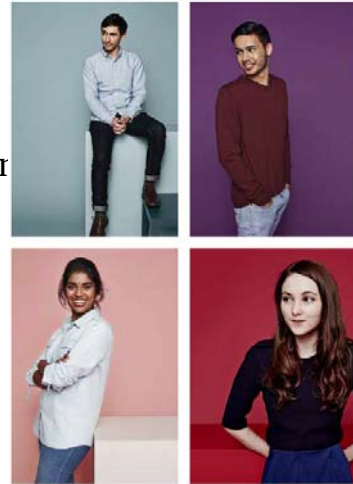
WESTERN SYDNEY  
UNIVERSITY

## Shared Services Program



### Introductions

- Kay Hempsall, Talent & Leadership Development
- Chris Youness, HR Partnerships
- Peter Tow, Project Management Office



## Shared Services Program



### Introducing the program

#### What is the Shared Service Program?

Technical support  
 Placements  
 Teaching and program support  
 Accreditations  
 Technology enabled learning  
 Student admin and enquiries  
 Marketing, communications, events  
 Secretarial and governance services  
 Recruitment and casual staffing administration  
 Procurement  
 Project Management Office  
 Asset and Equipment Management  
 System Admin

## Shared Services Program

Why are we doing this?



## Shared Services Program Update

- Following **University Change Process** as per EBA
- **Today's presentation**
  - ✓ **Not** part of the formal consultation
  - ✓ **Is** General Program Update
  - ✓ **Aim:** Information sharing, in as much detail as possible

Work in Progress

# Progress to Date



**100s of workshops, meetings, interviews**

**100s of pages of feedback received**

**5 change proposals released**

**1 change proposal approved**

**3 change proposals being finalised**

**6 designs being finalised**

# Progress to Date



**Some things will be centralised**

**Some things will remain in the schools...**

Shared Services Program



Some services will continue to be delivered in the schools

Services
Executive Assistant to the Dean / Deputy Dean
Business Management
Business Administration Support Analytics and Reporting
Governance Support
Relationship Management
Project Management
Admin support to Academic Staff

Shared Services Program



Unique functions to be retained in Schools

School Specific Activities	
Limited duration accreditation support (2 years)	Rural Team
Solar car administration and team logistics	Clinical Education Unit
Observatory administrative activities	Indigenous Program Officer
Centre for Infrastructure Engineering	Parramatta Community Justice Clinic support
Centre for Research and Math	UniClinic
Maker Space (3D Support)	UniSteers and other specialised events
Navitas support (Sydney City campus)	Psychology Clinic
Indigenous Student Support	Indigenous Student Support

## Shared Services Program

Initiative	Change Proposal release date	Consultation phase	Recruitment and selection	Start Date and Supported Transition
Procurement	Released (20 <sup>th</sup> April 2017)	Complete	Jul	Aug
Recruitment & Casual Administration	Released (16 <sup>th</sup> May 2017)	Complete	Jul – Aug	Sep
Tech Support	Released (18 <sup>th</sup> May 2017)	Complete	Jul – Aug	Nov
Travel & Expense	Released (24 <sup>th</sup> May 2017)	Complete	Jul – Aug	Sep
Secretariat & Governance Committees	Released (14 <sup>th</sup> June 2017)	Underway	Jul – Aug	Oct

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## Shared Services Program

Initiative	Change Proposal release date	Consultation phase	Recruitment and selection	Start Date and Supported Transition
Marketing, Communications and Engagement	Early July	Jul	Aug - Sep	Oct
Finance and Resource Review	Mid July	Jul- Aug	Aug	Sep
Systems Administration	Late July	Aug	Sep	Oct
Asset and Equipment Management	Early July	Jul	Aug	Sep

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## Shared Services Program

Initiative	Change Proposal release date	Consultation phase	Recruitment and selection	Start Date and Supported Transition
Placements	Early-mid August	Aug - Sep	Sep - Oct	Nov
Teaching and Program Support	Early-mid August	Aug - Sep	Sep - Oct	Nov
Accreditations	Early-mid August	Aug - Sep	Sep - Oct	Nov
Technology Enabled Learning	Early-mid August	Aug - Sep	Sep - Oct	Nov
Student Admin and Enquiries	Early-mid August	Aug - Sep	Sep - Oct	Nov
New School Structures	Early-mid August	Aug - Sep	Sep - Oct	Nov



How will we manage ourselves through change?

## Change Assistance

Appointed the Project Change Team

Developed a Change Strategy:

- Identifying Change Owners
- Committed to appointment principles
- Recruit internally up to HEW Level 8
- Business Continuity and Transition Planning
- Tailored Professional Development
- “Go-Live”

## What is Go Live and How do we get there?





## Towards Go Live



## Shared Services Program

### The Importance of Culture



Shared Services Program



Summary



**QUESTIONS?**

