



THE UNIVERSITY OF
AUCKLAND
Te Whare Wānanga o Tāmaki Makaurau
NEW ZEALAND

Unleashing the Power: Finding Inspiration in Administration

Group Services Managers



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Introduction



Faculty of Arts

Sushila Pinto

'One Team' model



Challenges faced

- Loss of staff; team instability
- Changed organisational structure
- Inconsistent service levels
- Inconsistent practices
- Clunky processes
- Uneven workloads

Some steps in the right direction

- Team values and behaviours
- Principles and aims clear
- Communities of interest
- Digitised processes
- Shared Drive tidy up
- Shared file naming conventions

'One Team' key features

- Cohesive team
- Cross-discipline, cross-school knowledge
- Agreed service standards
- Sharing best practice
- Owning processes and driving improvements



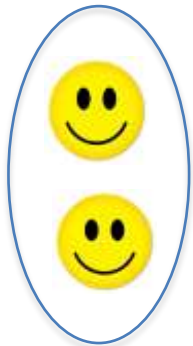
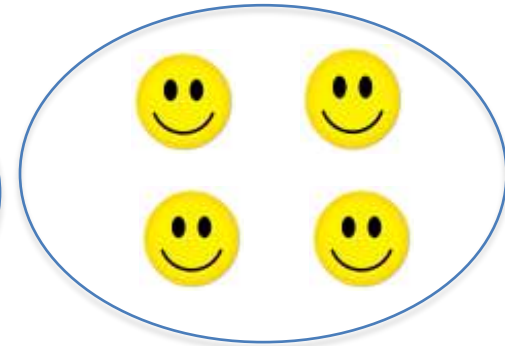
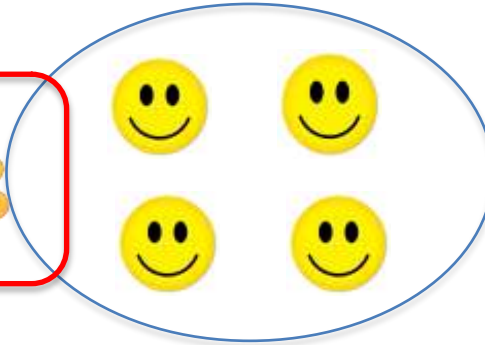
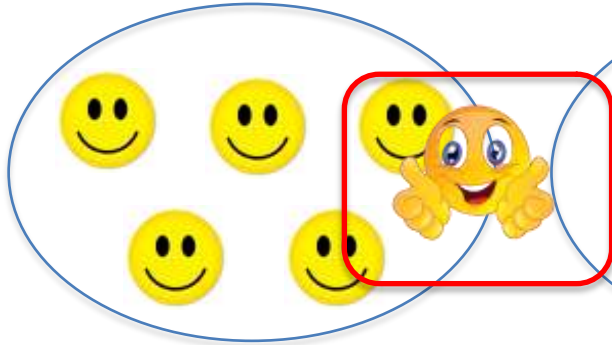
Manager



Team Leaders



Coordinators and Administrators in four school offices



A visible difference

- An engaged and empowered team
- Subject matter experts
- Easy leave/absence cover
- Consistent service levels
- Better visibility of staff
- Development opportunities
- Improved academic-professional staff trust, confidence and relationships

Ps and Cs

People	Culture
Principles	Commitment
Processes	Cooperation

Faculty of Medical and Health Sciences

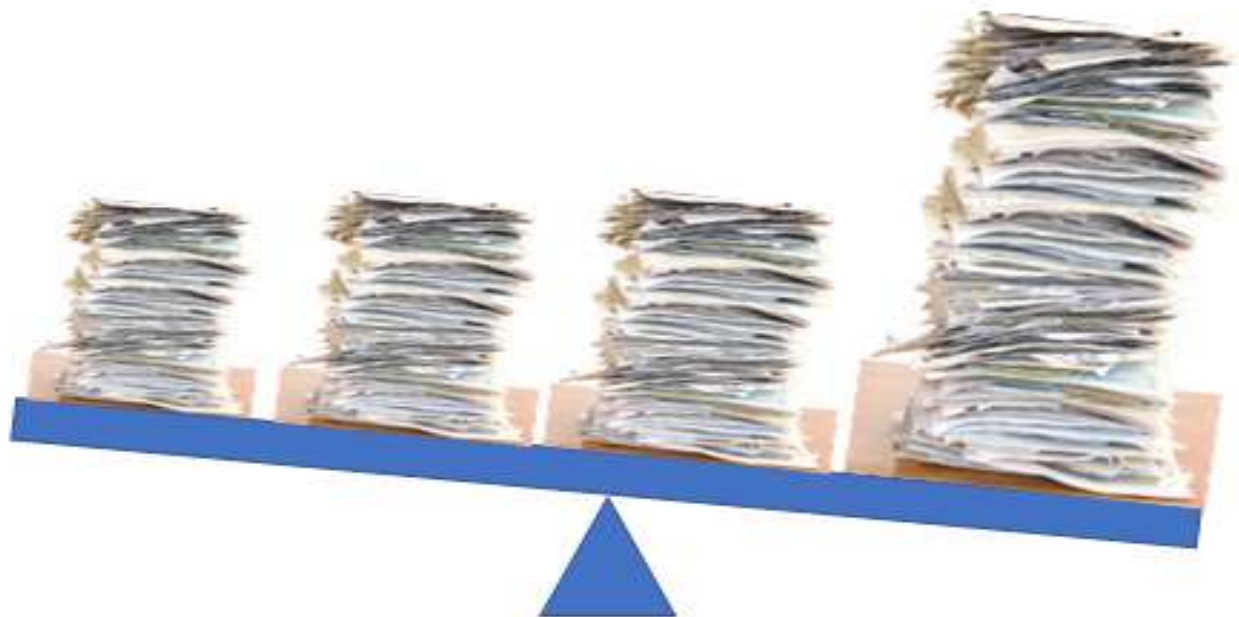
Bruce Rattray

Managing inequitable workloads



Size does matter in schools





Shared email

SUBJECT	RECEIVED	SIZE	CATEGORIES
Fw: PO required - Sharifi/Shirin Dr, Departing 27-Jun-19, Booking COS88387 Tomorrow as this is for Thursday flights. Can we have a PO same day tomorrow? Sorry this came very late to fruition. Many thanks, Patrice	Tue 25-Jun-19 6:41 PM	185 KB	Joel - Completed
Re: FOR APPROVAL: Travel request from Fred	Tue 25-Jun-19 4:17 PM	61 KB	Sue -Completed
RE: FW: Science staff travel approval form t since I am TFC we use the code 6930 (Someone called Louise Brewsterchandles it?) Many thanks Phil	Tue 25-Jun-19 4:07 PM	44 KB	GSTL - Completed
RE: Science staff travel approval form request and should be charged on the school code. Thanks g	Tue 25-Jun-19 3:43 PM	41 KB	Sue -Completed
RE: Tentative Orbit Travel Itinerary - Delmas/Patrice Jean Dr, Departing 30-Jun-19, Booking COS88070	Tue 25-Jun-19 3:34 PM	35 KB	Sithra -Completed
RE: Tentative Orbit Travel Itinerary - Delmas/Patrice Jean Dr, Departing 30-Jun-19, Booking COS88070 raising a PO. Cheers, Sithra	Tue 25-Jun-19 3:29 PM	35 KB	Sithra -Completed
Fw: Tentative Orbit Travel Itinerary - Delmas/Patrice Jean Dr, Departing 30-Jun-19, Booking COS88070 Po for this. Giovanni signed travel approval yesterday.	Tue 25-Jun-19 3:16 PM	156 KB	Sithra -Completed
Science staff travel approval form	Tue 25-Jun-19 3:15 AM	66 KB	Sue -Completed
RE: FW: Science staff travel approval form	Mon 24-Jun-19 4:44 PM	47 KB	GSTL - Completed
Science staff travel approval form	Mon 24-Jun-19 1:51 PM	71 KB	GSTL - Completed
RE: Urgent : Dong Xie and Rong Zhang Reservations a. Walter	Mon 24-Jun-19 12:03 PM	21 KB	Sithra -Completed

Equitable Workload Project Outcome

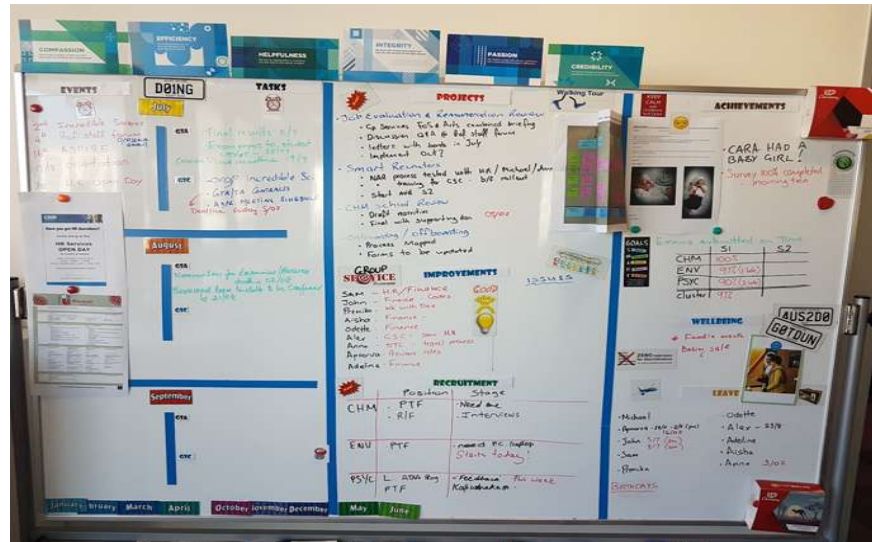
- Workload is shared
- Staff in larger area not overwhelmed
- Promotes 'team' approach
- Academics receive a great service
- Local support remains visible
- Smaller areas feel proud of contribution to the greater good



Faculty of Science

Michael Groom

The value of stand-up whiteboard meetings



Context

- 3 large schools
- Remotely located staff
- Varying levels of experience
- Tight timeframe

Risk

- Reduced cohesion
- Reduced efficiency
- Reduced engagement

Solution

- Stand-up whiteboard meetings
- An opportunity for a conversation



ASPIRE

Final results 8/7
 Expecting to finish 28/10
 28/10 28/10

CSA
 CTE

August

CSA
 CTE

September

CSA
 CTE

Job Evaluation & Remuneration Review

- CSA Services FoA Arts combined briefing
- Discussion CTA & B&B staff forum
- Letters with bands in July
- Implement Oct?

Smart Remuneration

- NAB process tested with WA/Michael/Dave
- Training for CSC - B&B rollout
- Start mid 52

CHM School Review

- Draft narrative
- Final with supporting data

Improvements

- Process Mapping
- Forms to be updated

GROUP SERVICE

Sam - HR/Finance
 John - Finance - Controls
 Penika - all with time
 Aisha - Finance -
 Odette - Finance -
 Alex - CSC - some HR
 Anna - HR - legal process
 Apurva - Finance - sales
 Adeline - Finance

RECRUITMENT

	Position	Stage
CHM	PTF RIF	Need me Interviews
ENV	PTF	need PC laptop Starts today
PSYC	L ADN Reg PTF	Feed back this week Kapiwhakam

ACHIEVEMENTS

CARA HAD A BABY GIRL!
 Survey 100% completed
 morning tea

GOALS

	S1	S2
CHM	100%	
ENV	97% (1/10)	
PSYC	90% (1/10)	
Cluster	97%	

WELLBEING

Family week
 Baby sale

LEAVE

Michael
 Apurva - 1st - 28/10
 John - 27/10
 Sam
 Penika

Odette
 Alex - 31/9
 Adeline
 Aisha
 Anna - 3/10

BIRTHDAYS

EVENTS

July

ASPIRE

August

September

DOING

July

August

September

TASKS

July

August

September

Handwritten notes and calendar details for July, August, and September.

PROJECTS

Evaluating & Renovation Review

- Go Services To & Arts combined briefing
- Discussion CTA & B&B staff forum
- Letters with bank in July
- Implement Out?

Smart Reconnect

- N&B process tested with WA/Michael/Dave
- Training for CSC - B&B rollout
- Start with S2

W&B School Review

- Draft narrative
- Final with supporting doc
- Process Mapping
- Forms to be updated

GROUP NOTICE

HR/Finance

Finance

Recruitment

ACHIEVEMENTS

CARA HAD A BABY GIRL!

Survey 100% completed - morning tea

GOALS

	S1	S2
CHM	100%	
ENV	97% (1/10)	
PSYC	90% (1/10)	
Cluster	97%	

WELLBEING

Family week

Baby sale

LEAVE

Michael

Amara - 1st - 2nd (1st)

John - 1st (1st)

Sara

Romika

Cidette

Alex - 1st/2

Adeline

Aisha

Anne - 1st/2

Handwritten notes, photos, and additional project details.

The image shows a large, colorful bulletin board or wall display, likely a project management or organizational tool. The board is divided into several sections with various headings and content.

Top Section: Five blue banners with white text: "COMPASSION", "EFFICIENCY", "HELPFULNESS", "INTEGRITY", and "PASSION".

Left Section: A vertical timeline for the months of July, August, and September. Each month has a corresponding colored banner (July: yellow, August: orange, September: red). Below the timeline, there are several small calendar grids and notes.

Second Column: A section titled "EVENTS" with a calendar grid. Below it, there are several small calendar grids and notes.

Third Column: A section titled "DOING" with a list of tasks and projects. The tasks are listed in a table with columns for "Position" and "Stage".

Fourth Column: A section titled "PROJECTS" with a list of projects and their progress. The projects are listed in a table with columns for "Position" and "Stage".

Fifth Column: A section titled "ACHIEVEMENTS" with a list of achievements and a table of scores. The table has columns for "Cluster", "S1", and "S2".

Right Section: A section titled "WELLBEING" with a list of well-being activities and a table of scores. The table has columns for "Cluster", "S1", and "S2".

Bottom Section: A row of colorful tabs for the months of the year: January, February, March, April, May, June, July, August, September, October, November, and December.

The board is decorated with various stickers, including a large yellow star, a red heart, and a green leaf. There are also several small photos and drawings pinned to the board.

COMPASSION
EFFICIENCY
HELPFULNESS
INTEGRITY
PASSION
CREDIBILITY

EVENTS

July

1st Incredible Soles
4th ASPIRE
11th ASPIRE
18th ASPIRE
25th ASPIRE

August

1st ASPIRE
8th ASPIRE
15th ASPIRE
22nd ASPIRE

September

5th ASPIRE
12th ASPIRE
19th ASPIRE
26th ASPIRE

TASKS

July

1st Final results
4th Final results
11th Final results
18th Final results
25th Final results

August

1st Final results
8th Final results
15th Final results
22nd Final results

September

5th Final results
12th Final results
19th Final results
26th Final results

PROJECTS

Job Evaluation & Remuneration Review

- Co-Sponsors: FoS & Arts examined briefing
- Discussion: ART & B&B staff forum
- Letters with heads in July
- Implement Oct?

Smart Remuneration

- N&A process tested with WA/Michael/Dave
- Drawing for CSC - B&B rollout
- Start mid-82

CHM School Review

- Draft narrative
- Final with supporting data
- Review / offboarding

Working Tour

ACHIEVEMENTS

CARA HAD A BABY GIRL!
Survey 100% completed - morning tea

GOALS

	S1	S2
CHM	100%	
ENV	97% (1/10)	
PSYC	90% (1/10)	
Cluster	97%	

WELLBEING

Family week
Baby sale

CRAVE

Michael
Annette - 1st - 2nd (1st)
John - 1st (1st)
Sam - 1st (1st)
Romika

BIRTHDAYS

Odette
Alex - 1st/8
Adeline
Aisha
Anne - 1st/10

GROUP SERVICE

IMPROVEMENTS

12/11/82

Good

Sam - HR/Finance
John - Finance
Pamela - HR/Finance
Aisha - Finance
Odette - Finance
Alex - CSC - 1st HR
Anne - HR - 1st HR
Annette - HR/Finance
Adeline - Finance

The collage features several documents and photos:

- Calendar:** A calendar showing the months from January to December. The months are color-coded: January (blue), February (orange), March (green), April (red), May (purple), June (pink), July (yellow), August (light blue), September (light green), October (light orange), November (light purple), and December (light pink).
- Project Plan:** A document titled "PROJECTS" with a list of tasks and a timeline. The tasks include:
 - Job Evaluation & Remuneration Review
 - Smart Remuneration
 - CHM School Review
 - Group Review
 - Improvements
 - Recruitment
- Recruitment Table:** A table with columns for Position, Stage, and Status. The rows are:

Position	Stage	Status
CHM	PTF	Need one
CHM	RIF	Interviews
ENV	PTF	need PC, laptop
ENV	PTF	Start today
PSYC	L ADH PTF	need PC, laptop
PSYC	PTF	Start today
- Group Photo:** A photo of a group of people, likely the staff or students, standing in front of a building.
- Other Documents:** Various other documents, including a "GROUP REVIEW" document, a "RECRUITMENT" document, and a "PROJECTS" document.

ACHIEVEMENTS

KEEP CALM AND CONCENTRATE

2020

CARA HAD A BABY GIRL!

Survey 100% completed morning tea

GOALS

	S1	S2
CHM	100%	
ENV	97% (1/2)	
PSYC	90% (1/2)	
Cluster	97%	

WELLBEING

Family month

Baby safe

GOTDUN

LEAVE

BIRTHDAYS

- Michael
- Annora - 26/10 (pm)
- John - 5/11 (pm)
- Sam
- Branka
- Odette
- Alex - 23/9
- Adeline
- Arisha
- Anne - 3/10

EVENTS

July

ASPIRE

August

September

DOING

July

August

September

TASKS

July

August

September

PROJECTS

Job Evaluation & Remuneration Review

- Co-Services, FoS & Arts examined briefing
- Discussion CTA & B&B staff forum
- Letters with heads in July
- Implement Oct?

Smart Reminders

- N&B process tested with WA/Michael/Dave
- Training for CSC - B&B rollout
- Start with S2

CHM School Review

- Draft narrative
- Final with supporting data

Outstanding / offboarding

- Process mapped
- Forms to be updated

GROUP SERVICE

Sam - HR/Finance

John - Finance - Coles

Pamela - all with time

Aisha - Finance

Odette - Finance

Alex - CSC - Sam HR

Anne - HR - legal process

Apparna - Finance roles

Adeline - Finance

IMPROVEMENTS

Good

RECRUITMENT

	Position	Stage
CHM	PTF RIF	Need one Interviews
ENV	PTF	need PC laptop Starts today
PSYC	L ADN Reg PTF	Recruitment this week Kapiwhakame

ACHIEVEMENTS

CARA HAD A BABY GIRL!

Survey 100% completed - morning tea

Goals achieved on time

	S1	S2
CHM	100%	
ENV	97% (1/10)	
PSYC	90% (1/10)	

WELLBEING

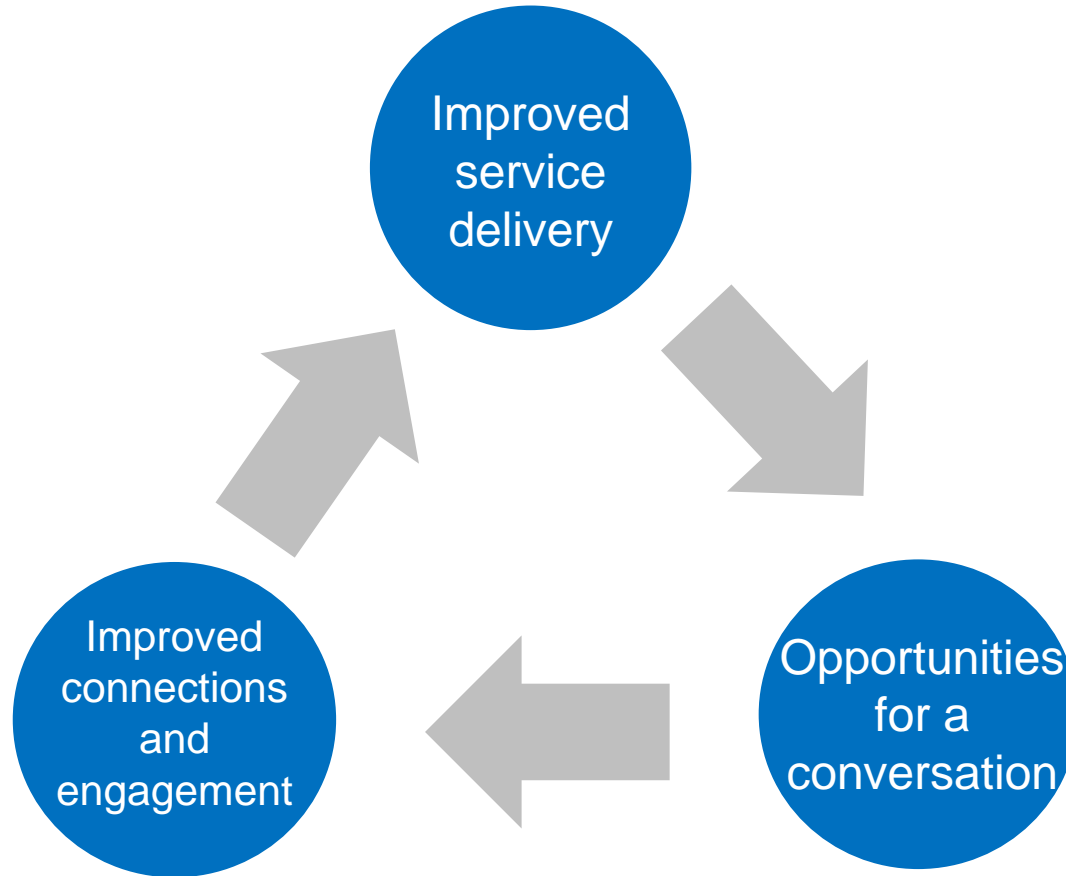
Family week
Baby sale

LEAVE

Michael	Odette
Apparna - 1st - 2nd (1st)	Alex - 3/19
John - 5/17 (1st)	Adeline
Sam	Aisha
Pamela	Anne 3/10

BIRTHDAYS

The value of the stand-up whiteboard meeting



Faculty of Engineering

Carol Home

Building engagement in team meetings



The Faculty of Engineering teams are:

- Located in departments in 5 pairs (admin/coordinator)
- Spread across 4 campus locations
- Focused on their own department/workload

Full team meetings were:

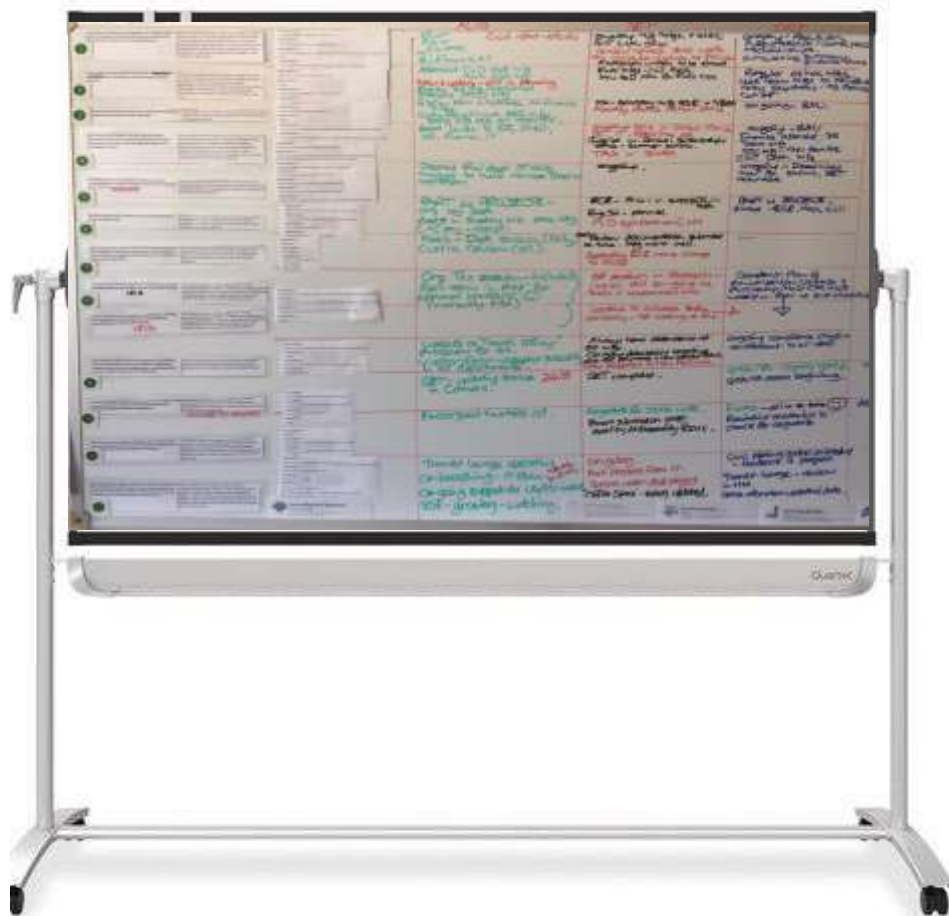
- Led by me (updates and notices)
- Round table WIP
- Insular
- Time-consuming for those who travelled
- *Hard work!*





Introducing 'flipped' meetings

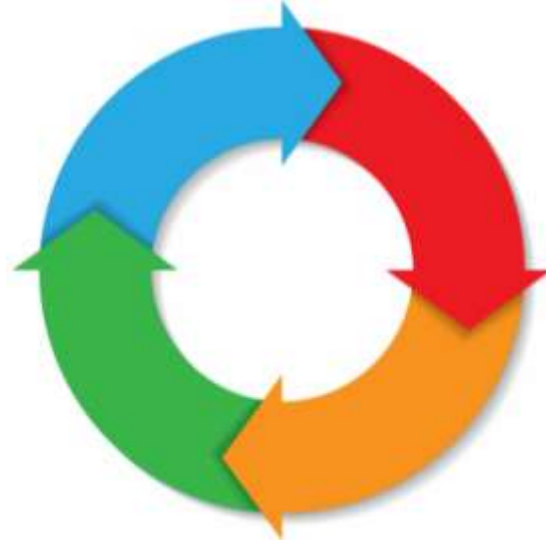
- Agreement:
- Notices by email prior to the meeting
- Assurance they'd be read before the meeting
- Come to meetings prepared to participate....



Faculty of Science

Julie Davis

Process Improvement Mind-set



The most **dangerous** phrase in
the English language is...

"WE'VE ALWAYS
DONE IT
THIS
WAY."



ENCOURAGE

E

EMPOWER

Include
process
improvement
initiatives in
KPIs





TRY



RINSE



REPEAT!



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Wrap up



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Any questions?