

Secretary's Board Bulletin

The School and Professional Service representatives of the Board are:

Ms Ann Marie Dalton,
Secretary of the University (Chair)

Mr Mark Adderley,
Director of Human Resources

Ms Caroline Brown,
Director of Administration (IPE)

Ms Philippa Burrell,
Director of Administration (SBE)

Ms Sue Collier,
Director of Governance and Legal Services

Mr Malcolm Deans,
Director of Campus Services

Ms Maggie Dunn,
Director of Administration (SLS)

Ms Morag Heggie,
Director of Administration (EBS)

Ms Lesley Lindsay,
Director of Administration (TEX)

Mrs Gillian McFadzean,
Director of Research & Enterprise Services

Mr Andrew Menzies,
Director of Finance

Ms Theresa Merrick,
Director of External Affairs

Ms Lorna Morrow,
Director of Administration (MACS)

Mrs Kathy Patterson,
Academic Registrar & Deputy Secretary

Mr Derek Penman,
Director of Administration (EPS)

Mr Campbell Powrie,
Director of Administration (SML)

Mr Mike Roch,
Director of Information Services

Ms Sheelagh Wallace,
Director of Administration and Registrar
(Dubai)

Welcome to the June edition of the Secretary's Board Bulletin, the regular communication from the Secretary's Board.

The Secretary's Board is the forum for those who lead the Professional Services across the University to meet and work together to ensure we are delivering coherent and co-operative services across the University to support teaching, research and the student experience.

The purpose of this Bulletin is to share with you examples of the varied and important work being undertaken by Professional Services colleagues across the University.

The topics reported are chosen to celebrate successes; highlight the more unusual and non-routine work of the Professional Services and, where appropriate, give insight into challenging or difficult work.

More detailed information can be found in the minutes of the Secretary's Board, which can be found at:

<http://www.hw.ac.uk/committees/secretarys-board/minutes.htm>

In response to comments from readers, the online version of the 2013 Secretary's Board Bulletin has been redesigned. We hope you will enjoy reading the latest Secretary's Board news in its new layout.

Feedback is always welcome. Please contact ProfessionalServices@hw.ac.uk with any comments or suggestions.

We hope you enjoy reading this month's Secretary's Board Bulletin.

Ann Marie and the members of the Secretary's Board

1. REPORT FROM THE DIRECTORS OF ADMINISTRATION IN THE SCHOOLS

Schools held Exam Boards during May and prepared for graduation in June. Work is underway, particularly within IPE and SLS, in planning for the Centre for Earth and Marine Technology which is being established in partnership with the British Geological Survey.

2. CAMPUS SERVICES

To encourage recycling on campus, the Recycle and Reward deposit pilot scheme (part of the Scottish Government's Zero Waste Scotland programme) has been launched at the Edinburgh Campus.

The project involved internal and external delivery partners including ZWS, Tomra (equipment and systems manufacturer), Estates Services, Hospitality Services, Procurement Services, the Student Union, Media Services and Corporate Communications. The system appears to be working well with a significant proportion of the plastic and aluminium beverage containers being returned through the machines.

Estates are also working to deliver a trial food composting process in conjunction with Hospitality Services. Additionally, a number of re-use and recycling facilities have been installed around the Edinburgh Campus in conjunction with the British Heart Foundation to encourage staff and students to donate items they no longer need that could be used by others.

3. EXTERNAL AFFAIRS

Development & Alumni Relations

The Development and Alumni Office has been focusing on implementing the recommendations in the recent fundraising feasibility study.

A meeting of the Caledonian Group was held on Wednesday 29 May. This is a group of Development Directors in Scotland who collaborate to share experience and insight.

Corporate Communications

Various events and launches have been held over the past six weeks including:

- The Chancellor's Installation on 10 June
- The Formal Opening of the Jean Muir Student Village at the Scottish Borders Campus by HRH The Duke of Gloucester on 16 May
- The launch of the Internal Communications Forum - representatives from campuses, schools and directorates have been invited to this informal group to discuss how to improve internal communications at a local level across the University
- The launch of the Go Edinburgh campaign in support of Heriot-Watt and Edinburgh Council's bid to host the National Performance Centre for Sport on 27 May

Recruitment and Admissions

New College Admissions links with Forth Valley College and Edinburgh College have been finalised. In a new model, around 30 students will be registered as Heriot-Watt students but will study at the Colleges for two years before progressing to study at the Edinburgh Campus. This is a key element of the SFC Outcome Agreement.

Admissions Office staff have completed the processing of over 13,000 UCAS applications received to date. This is an increase of 12% on the previous year and a new record for the University.

International Recruitment: Applications from Ghana have increased considerably in the recent weeks. Over 500 applications have been received and over 130 applicants have been made offers. On current trends Ghana is likely to emerge as one of Heriot-Watt's key international markets.

Musician in Residence

The successful end of year concert involving the University Choir and Orchestra took place on 14 May.

The 1st Year music scholar vocal quartet sang at two lunchtime concerts in Rosslyn Chapel. One was recorded for an American TV company.



Support our bid for the National Performance Centre for Sport

4. FINANCE

The five year plan, including the identification of a range of capital projects, will be presented to the Finance Committee and Court towards the end of June.

Payroll successfully achieved compliance with HMRC's requirement to report PAYE information in real time. Working with HR colleagues, the team is now working on the introduction of 'auto-enrolment', where employees not in a pension scheme are automatically enrolled into a pension scheme.

The Research Grant transactions posted to the General Ledger have now been moved to the Projects Ledger, which will automatically accrue the income associated with the grant and will improve the credibility of the PI reports.

The team is making good progress on implementing the immediate development priorities for the new Finance system. Ahead of the PCard solution, Excel templates have been created to deal with the backlog. Ernst & Young's audit of the Oracle R12 implementation was undertaken through April and May. The results will be reported to the Audit & Risk Committee.

5. GOVERNANCE AND LEGAL SERVICES

NARIC Training

Training on combatting education fraud has been arranged for 11 June. This training aims to increase the awareness of fraudulent documents, how to verify institutions and how to detect fraudulent documents. All Directors of Administration have nominated attendees and there has been a great response to this training from Schools/Institutes.

Internal Audit Plan 2013/2014

The Audit & Risk Committee has approved the proposed internal audit plan for 2013/2014. Governance and Legal Services will be contacting all Senior Managers in the coming weeks to discuss scoping arrangements and agree indicative audit timings for reporting to the Audit & Risk Committee.

Records Management: optimise your storage space

The current space optimisation survey provides a timely opportunity for colleagues in Schools and Professional Services to consider their records retention and storage requirements. The team can help by providing advice and support on managing records in all formats.

Find out more in the Information Governance sections of the Heritage and Information Governance intranet site or contact Brian Kelvin, Records Manager on b.d.a.kelvin@hw.ac.uk or 0131 451 4140/3218.

6. HUMAN RESOURCE DEVELOPMENT

Pay (Cost of Living) update

UCEA has now had the final meeting with the Higher Education Trade Unions: EIS/UJA, GMB, UCU, UNISON and UNITE. A 'final offer' of a 1.0% uplift on all pay points has been made, alongside proposals to undertake new joint work on the gender pay gap and on issues regarding hourly-paid and casual staff. The trade unions expressed disappointment at the employers' final offer, particularly with the pay element of the offer and the absence of any commitment at national level to meet the living wage. Each of the trade unions will take the final offer to their executive committee or equivalent to decide on next steps.

At Heriot-Watt we are committed to fair and equal pay for all our Heriot-Watt staff and can confirm that all contracted UK based staff are paid at least the living wage. The rates of pay are over and above the package of rewards for staff including generous holidays, pensions, family-friendly policies, health and wellbeing and personal development support.

New induction guide

The Induction arrangements for new employees at Heriot-Watt University have been updated in line with the University Strategy and changes within Senior Management.

The updated employee induction information can be found at:
<http://www.hw.ac.uk/hr/html/induction/4%20Watt%20InductionPresentation-%20May%202013%2011.0.pdf>

If you have any questions about any of the above, or any feedback on how the induction experience can be improved for new employees, contact organisational.development@hw.ac.uk

Performance Development Review progress

At mid-May, progress with 2013 PDR meetings was at 82%. Whilst this figure is an improvement on last year, our aim should be 100% completion by March/April, as interim PDR reviews should be starting shortly after.

HR IT system

A plan for a phased implementation of a new HR system was approved by the University Executive on 30 May. The initial stages will be to plan in detail, set up internal governance and consolidate the existing databases. Core HR and recruitment will follow in phases once the basic consolidated data is in place.

Guidance on carrying out checks on casual workers

Guidance and updated forms have been issued to ensure that we meet all our statutory requirements, particularly in respect of immigration legislation. Briefing sessions can be arranged if managers feel they need additional guidance in carrying out checks but anyone who offers casual work must ensure s/he asks the casual worker for specific information and documents, and monitors weekly working hours. Please contact hr@hw.ac.uk to arrange a briefing session.

7. INFORMATION SERVICES

Information Services is proposing a wide range of new and enhanced services for the 2013-14 Academic Year, which will be discussed by the Senate's Information Services Committee. Amongst these proposals are:

- the re-organisation of space at the Edinburgh Library
- the introduction of Book Self Service facilities at Edinburgh, Scottish Borders and Dubai Libraries
- the adoption of the Office 365 cloud-based email and collaboration system for our students world-wide

Kevin Yeoh, Head of IS for Heriot-Watt University Malaysia, visited the Edinburgh Campus in June and will shortly be recruiting two colleagues, a Library Manager and an IT Technician.

A successful upgrade of the Eduroam WIFI service at Edinburgh Campus took place on 21 May. Our WIFI service is now substantially more resilient and capable of supporting many more concurrent users. WIFI coverage will be developed over the coming months to address areas with limited concurrent capacity. The IS team will also be supporting the Dubai Campus to introduce an Eduroam service.

8. REGISTRY SERVICES

Academic Registry

Preparations and planning for 12 graduations are taking place in the Edinburgh and Scottish Borders Campuses in June 2013.

Programme and course amendments in preparation for 2013/14 are being updated on the teaching timetabling system.

Quality Assurance

Tim Burns, Quality Assurance and Compliance Officer at West London College, visited the Edinburgh Campus on 21 and 22 May. Tim's role in enhancing the partnership between the University and West London College is continuing to develop positively. Recent activity has included co-ordinating the College's participation in NSS and in mapping the College's policies and procedures on to Heriot-Watt's.

9. RESEARCH AND ENTERPRISE SERVICES (RES)

Quality Enhancement

A website for the Student Learning Experience Committee is now available at:

<http://www.hw.ac.uk/committees/ltb/slec.htm>

Exchange

Approval of New Academic Appeals Policy and Procedure:

The Senate Business Committee, acting on behalf of the Senate, has approved a new academic appeals policy and procedure which will be introduced on 1 September 2013. This will ensure:

- University-wide consistency of the format of appeal submissions and the processes for dealing with them
- the stages of appeal reflect practice in the Scottish sector;
- the appeals process is aligned with the Special Circumstances Policy
- there are clear permitted and invalid grounds for appeal;
- there is an efficient process for students thereby enhancing the student experience

Chaplaincy

Around 100 students braved the showery weather to attend the Farewell BBQ on Wednesday 15 May.

A Memorial Service for Rev Howard Taylor (former Chaplain) was held on Friday 24 May in the Chaplaincy.

Student Service Centre (SSC)

The SSC has been processing graduation applications in preparation for June ceremonies and for other students including ALP and IDL.

Student Support & Accommodation (SSA)

Counselling: With the help of a small grant from the 12S Project, 'Promoting Mental Health in Colleges and Universities 2012', the SSA has produced an exam help leaflet which has been distributed in Exam Stress packs by the Student Union.

Student Funding: A Budgeting Advice video has been created to aid students during induction and transition. A web link will be set up to make this available to all. New and continuing RUK students eligible for the Foundation Bursary and Heriot-Watt Bursary are now being processed for 2013/2014. SSA is experiencing increased numbers of new RUK students, as well as continuing RUK students who are now eligible for the Heriot-Watt Bursary.

Student System Unit (SSU)

CLUE: In early May, the first Community Led User Event (CLUE) was held to look at marks and grades processing in advance of the busy exam period. This was a great success; it has set a precedent on user-led training for SAS and is exemplary in the level of co-operation exhibited between Schools and Service Sections. This is a format that can be used for other areas throughout the academic year.

Student Union

The summer party held on 17 May was a huge success with over 300 students attending throughout the afternoon and evening.

The University has maintained and increased its rate of research income growth with a consequential impact on contract work.

REF submission process is gearing up with significant deadlines in late July/early August for all UoAs. Joint submission processes with University of Edinburgh are progressing well. Licensing is gaining strength with record results of income expected for 2012/3.

There has been a 20% increase in applications for the Converge Challenge, managed and delivered for Scottish universities by RES.

Linsey Dickson has been elected to the Board of the Association of Research Managers and Administrators.

Gillian McFadzean, Director of RES, is to leave Heriot-Watt University in November. Further information about this announcement can be found at: <http://www.hw.ac.uk/news-events/news/gillian-mcfadzean-leaving-hwu-12570.htm>

Updates from the Professional Services Directorates
May – June 2013

Please send any questions or
comments to
ProfessionalServices@hw.ac.uk