



LEEDS
BECKETT
UNIVERSITY

EXAMPLES OF PDR OBJECTIVES FOR PROFESSIONAL SERVICES COLLEAGUES

The range of roles within Professional Services – and the different ways in which colleagues contribute to the University – make it difficult to create a definitive list of appropriate objectives. The following are simply suggestions, designed to be a starting point, and giving you the flexibility to adapt or add further detail as you wish.

It may also be useful to consider the University Strategic Framework 2021-26 and your School/Service plans when agreeing objectives.



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PLANNING AND ORGANISING EXAMPLES

- To organise _____ events (e.g. Open Days, tours), issue invitations and supporting materials, ensure all colleagues involved have the required information, and co-ordinate logistics.
- To administer/coordinate _____ process for the School / Service, to the agreed timescales.
- To further adapt/develop _____ process to work in a virtual environment, by DD/MM/YY.
- To produce a guidance document detailing _____ process, by DD/MM/YY.
- To review and update the _____ document for _____ and ensure all colleagues are advised of changes by DD/MM/YY.
- To utilise the Agresso system to order goods/services and produce agreed reports for budget holders by DD/MM/YY.
- To accurately enter student information for all new undergraduate students into Banner by DD/MM/YY.
- To produce accurate minutes of specified meetings within _____ working days, and to distribute minutes within _____ working days.
- To prepare a format for management information reports in relation to _____ to inform the decision-making of (name of person or group) by DD/MM/YY.
- To risk assess _____ activity and implement any necessary process improvements by DD/MM/YY.

SERVICE DELIVERY EXAMPLES

- To identify ways to improve communication with students / colleagues / other stakeholders relating to _____ project, and develop a plan of action by DD/MM/YY.
- To gather feedback from key stakeholders in order to identify and implement ways in which _____ service could be improved by DD/MM/YY.
- To work with relevant colleagues on the development and approval of a new _____ process / system to enhance student / customer experience by DD/MM/YY.
- To gain professional recognition for achievements in _____ by gaining a qualification / accreditation / national award by DD/MM/YY.
- To engage in continuing professional development in relation to _____ as appropriate, related to _____ professional practice.
- To ensure that appropriate GDPR measures are maintained in a proper manner according to University/legal guidelines.
- To ensure that 100% of information and records processed (received, created, used, destroyed) on behalf of the University are managed in compliance with the applicable legislation/regulations and internal policies
- To use Agresso reports to monitor expenditure within specified SBCs/Project Codes on weekly/monthly/quarterly basis and take appropriate action over identified anomalies.
- To review expenditure on _____ in order to ensure value for money, whilst maintaining current service levels/customer satisfaction.
- To improve customer satisfaction ratings regarding response times for processing _____ from x% to y% by DD/MM/YY
- To ensure each room is cleaned as required by Health and Safety standards and University requirements on a daily/weekly/monthly basis.
- To reduce food and packaging wastage/ increase recycling by _____% over the course of the year.
- To ensure all laboratory equipment in building _____ passes equipment maintenance testing, and to produce an up-to-date inventory DD/MM/YY.
- To produce an up-to-date inventory of all equipment/stationery in the department by DD/MM/YY.

CREATIVITY AND INNOVATION EXAMPLES

- To develop collaborative relationships with external organisations / networks to enable high quality contribution to knowledge transfer, consultancy and / or entrepreneurial activities to enhance the profile and reputation of the University.
- To secure _____ amount of external funding/sponsorship for _____ activities by DD/MM/YY.
- To maintain and grow active engagement in enterprise activity with employers by DD/MM/YY.
- To deliver _____ talk/presentations at external events which receive _____% of feedback from delegates which is rated 'good' or 'very good'.
- To create new collaborations across the university to enhance _____ programme / project by DD/MM/YY.
- To design a database in order to more effectively monitor _____ usage and needs by DD/MM/YY.
- To devise and create a system / report to track _____ within the team/area by DD/MM/YY.
- To establish/review web pages in relation to _____, and to publish and promote these by DD/MM/YY.
- To improve procedures for monitoring student attendance in consultation with colleagues by DD/MM/YY.
- To improve procedures for collecting student assignments in consultation with colleagues by DD/MM/YY.
- To review the administrative process for _____ committee by DD/MM/YY to improve the experience for committee members and enhance the decision-making process.
- To evaluate and manage the practical usage of _____ new equipment and systems installed, and to produce a report by DD/MM/YY.

COLLABORATION AND TEAMWORK EXAMPLES

- To train _____ in the _____ process to ensure there is cover for the team in event of any absence by DD/MM/YY.
- To mentor and support (name of colleague) in their professional role/induction, transferring knowledge and experience by DD/MM/YY.
- To supervise students' practical projects, ensuring that they understand how to safely operate the necessary equipment, offering practical solutions, and monitoring their progress, supporting the students to complete their projects to deadline.
- To liaise with academic colleagues on major developments involving space changes, refurbishments and new system purchase.
- To create and share learning and support materials on _____ such as guides, podcasts and blogs by DD/MM/YY.
- To investigate opportunities for cross-school/service or cross- University collaboration in order to provide greater flexibility in service provision.
- To take an active role in university-wide events, e.g., Graduation, Clearing by DD/MM/YY, and share insights with all colleagues in the team.
- To evidence working in a supportive and collaborative way with colleagues across the team, i.e., working jointly on projects, covering as required during periods of leave, sharing information, enabling the team to be presented in a professional manner to colleagues / customers / other stakeholders.
- To make the team aware of high personal workload levels, in order that additional support can be provided if needed, and the team can function at its best.

INCLUSION AND WELLBEING EXAMPLES

- To encourage _____ team to discuss Equality, Diversity and Inclusion issues and how we can address them through one-to-ones/team meetings by DD/MM/YY.
- To undertake _____ outreach work to encourage student applicants from Black, Asian and Minority Ethnic (BAME) backgrounds.
- To review the reasonable adjustments in place for disabled colleagues / students, to enable them to achieve their potential by DD/MM/YY.
- To design and develop inclusive digital strategies to support flexible learning/working and accessibility by DD/MM/YY.
- To complete _____ training/development and challenge own thinking about Equality, Diversity and Inclusion; sharing learning through one-to-ones/team meetings/presentation/blog by DD/MM/YY.
- To complete the recruitment and selection training to support Equality, Diversity and Inclusion in all recruitment activity by DD/MM/YY.
- To understand the inclusion objectives in the University's strategic framework and values, and demonstrate your understanding by reviewing these in line with your work-based activities (e.g. ensuring all images in promotional materials are inclusive and diverse) by DD/MM/YY.
- To review how _____ team/service captures and presents Equality, Diversity and Inclusion activity to colleagues, students and stakeholders by DD/MM/YY.
- To become a member of an Equality, Diversity and Inclusion colleague network group e.g. Rainbow Rose, Race Equality Forum and contribute to their activity by DD/MM/YY.
- To provide coaching/mentoring/support to build _____ team's Equality, Diversity and Inclusion skills and knowledge.
- To join the Wellbeing and Mental Health Network and ensure that key information about initiatives, calendar events, resources and support is shared with the team.
- To complete Mental Health awareness training by DD/MM/YY to be better equipped to identify and support students and colleagues with mental health issues to improve their wellbeing.
- Maintain a healthy work/life balance by committing to the following strategies, for example;
 - take regular breaks / a minimum of 30 minutes' lunchtime break during the working day
 - look at emails / complete work only between _____ and _____
 - ensure that all leave is booked and taken by 31st March.

LEADERSHIP EXAMPLES

- To mentor/support [name of colleague] in their professional role/induction to build capacity and capability.
- To gain professional recognition for achievements in teaching and supporting learning by gaining Higher Education Academy Fellowship by DD/MM/YY.
- To create a team learning and development plan that captures costs, resources, development method and connections to the University Strategic Framework by DD/MM/YY.
- To conduct a team training needs analysis and produce a training plan for budget holder approval by DD/MM/YY.
- To become a member of _____ School/Service/University committee to aid CPD/share best practice by DD/MM/YY.
- To monitor progress of direct reports towards achieving their potential, providing support, advice and guidance through weekly/monthly/quarterly* one-to-ones, PDRs and informal performance conversations.
- To undertake a 360-feedback exercise to gather feedback on leadership style by DD/MM/YY.
- To align and operationalise _____ priorities emerging from the University's Strategic Framework 2021-26.
- To lead on the implementation of the _____ programme and ensure the project is completed within agreed budget (£) by DD/MM/YY and meet the qualitative criteria as outlined in the project plan.