## **Professional Services Transformation**



## OBJECTIVES AND DESIGN PRINCIPLES

Coordinate work to remove duplication and consolidate **CO-ORDINATION** activity in like areas SIMPLE Simple, user friendly processes, powered by smart technology **PROCESSES** 000 Create career opportunities for CAREER professional staff through clear, **OPPORTUNITY** standardised roles and structured iob pathways Put user experience first – organise **USER** work, processes and people to best **EXPERIENCE** meet the needs of students and staff Efficient design, so that spending can COST be focussed on student experience **EFFECTIVENESS** and the core academic mission of the University

A more service oriented model and service focussed culture, measured

Standardised processes and structure to enable better use of technology

Better career pathways, more standardised roles and structures

A sustainable, financial model to allow investment in the academic mission

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