

**GOLDSMITHS  
University of London**

**Human Resources Department**

**Service Level  
Descriptions**

**Staff Development**

**The Objective of the Service**

To provide appropriate staff development opportunities to all staff groups in support of Goldsmiths' strategic objectives and departmental and individual objectives to support performance, promote good practice in leadership and management and generally to improve effectiveness and efficiency.

To work closely within the HR Business Partner model to provide appropriate staff development interventions and activities.

To assist in briefing Departments on policies and compliance matters.

**Staff Development will:**

- Work with HR Business Partners and Departments to embed and underpin the annual Performance & Development Review process.
- Provide a development needs analysis (DNA) service for Departments on demand.
- Work towards the joining up of all staff development activities across the College and help develop the skills of other developers through the Staff Development Network and other partnering activities.
- Where possible, engage staff from across the wider College to contribute to the delivery of staff development activities, particularly in relation to specialist areas.
- Contribute to key HR initiatives such as Health & Wellbeing, Celebrating Difference, Promoting Diversity and Dignity at Work.
- Research and where appropriate fund, or part-fund, appropriate external staff development.
- Promote a coaching culture by providing access to internal and external coaching as well as developing staff in coaching skills.

- Work with Business Partners to develop a mediation service to underpin good employee relations.
- Promote equality and diversity by embedding it into all staff development activities.
- Provide additional developmental activities such as psychometric testing, 360 degree reviews and development centres.
- Endeavour to provide activities to cater for all staff groups including part-time and shift workers.
- Organise and publicise a central programme of workshops aimed at all staff groups (within budget limitations).
- Provide a consultancy service to departments on team building, change management, strategic planning events and activities.
- Work with Health & Safety, GLEU, and other providers to help publicise and promote their events.
- Provide an advisory service to individuals on their professional and personal development.
- Provide a bi-annual College induction event for new and recently joined members of staff to meet the Warden and representatives from key College services.
- Work proactively with departmental management and staff to develop the organization and staff.
- Take measures to improve continuously our service offer and the delivery and design of staff development activities.
- Publish clear a staff development policy and clear guidelines on how to access staff development and other services we offer.

### **What we need from Departments and other stakeholders:**

#### **General:**

- Engage with the annual Performance & Development Review process and encourage all staff to take part.
- Inform us in good time if staff cannot attend a booked workshop (we reserve the right to ask departments to pay all or part of the cost of cancelling an activity)
- Make a contribution to the cost of their Departmental staff development activities such as Away Days.
- Encourage staff to take time out of work to attend the workshops and activities provided by Staff Development.
- Take advantage of learning and development opportunities to develop people management and leadership skills.

- Provide us with a central point of contact in the department who will circulate information on our behalf (a learning & development champion)
- Promote equality of opportunity of access by all staff groups to attend workshops including part-time or shift workers.
- Promote equality and diversity by encouraging all staff to attend to their professional development.
- Provide evaluation information in the form requested and in a timely fashion.
- Keep us informed of any feedback or suggestions in relation to the service we offer.