

ORGANISATIONAL EFFECTIVENESS NEWSLETTER 2008

From the OE Director

The OE department was formed two years ago to bring together key functions to improve the effectiveness of AAUK's internal organisation. These teams included Information Systems, Impact Assessment and Shared Learning, Human Resources/Organisational Development and Facilities Management. It was recognised that these teams needed to work together more closely to provide effective solutions. Since its formation the department has had a couple of away days and has set up task teams (see below) to prioritise its key objectives. A list of services provided for you by the four teams - HR/OD, IASL, IS and FM is attached.

At our most recent awayday, with the help of colleagues from other departments, we came up with our mission statement and values which we have all agreed to.

OE Mission Statement

OE works in partnership to enable ActionAid to achieve its vision by attracting and developing the best people and providing effective systems, facilities and processes to enhance organisational accountability and performance

OE Values

- We will **be solutions focussed, proactive and accountable**
- We will **be supportive and approachable**
- We will **promote an effective working environment**
- We will **be open to challenge and embrace positive change**

OE Suggestion box

As part of improving our effectiveness we would like you to give us feedback when standards do not meet expectations, as well as when they do! We have set up an email OE suggestion box

OEsuggestionbox@actionaid.org which we would like you to use if you have any queries, suggestions or remarks on anything to do with the work of the department.

Staff Profile database

The Staff Profile Database (SPD) has now been created which is a centralised record of all current and recent AAUK and AAIUK staff that holds contact details, job title, office location and a photograph for each staff member and, in many cases, a brief description of their individual skills.

This will enable anyone who has access to the shared area to search for staff members by name, department, team or office and also by certain skills. Access to the SPD is via <http://staff.actionaid.org.uk/default.aspx> which you can save as link to your desktop.

The screenshot shows a web interface for the 'actionaid staff database'. At the top, there are navigation links: Search, Edit Profile, New Profile, and Edit Lists. The profile is for Jennifer Owens. On the left, there is a list of fields with their corresponding values. On the right, there is a small portrait photograph of Jennifer Owens.

Known As	Jennifer Owens
Role	IASL Assistant
Office	London
Department	Organisational Effectiveness
Team	IASL
Telephone	0207 561 7583
Mobile	
Status	Current Staff
Email	Jennifer.Owens@actionaid.org
Skype Name	
Login Name	FPTJennifero
Employee Code	
Languages	Danish (Basic) French (Intermediate) Spanish (Intermediate)
Expertise	Internal commo, newsletter, lunatime talks, staff briefings, Scheduling for international visitors, Events: Staff Conference



Task Teams

In 2007 we developed several task teams to look at organisational processes which needed to be improved. This included Inductions, implementing an Open Information Policy and looking at Mobile and Data comms.

We have now identified new task teams for 2008 which includes some teams carried over from 2007.

If you would like to find out more about the individual task teams or would like to contribute please contact the team leader

Task team	Task team leader
Intranet Implementation	Mark Patterson
Audio Visual Tools	Mark Patterson
E-Learning	Susan Castley
Shared Learning Implementation	Abigail Taylor
Environmental and Ethical Implementation	Paul Richards
Diversity and Inclusion	Talat Ahmed
Secondment/Exchanges	Anne Malone
Rights based Approach and Women's Right training	Talat Ahmed
Welcome Committee	Jennifer Owens

Key Highlights and News

IMPACT ASSESSEMENT AND SHARED LEARNING

Welcome committee: Following th feedback from Tennyson Williams, Country Director Sierra Leone, Jennifer Owens has set up a task team to address the issues raised in terms of our hospitality in the UK to our international colleagues/visitors. IASL is working closely with Facilities Management who also manage aspects of the visitor management. The task team is made up of staff from various teams/departments and this piece of work has just started, so watch this space.

Shared Learning strategy: Shared learning is about knowing what we know; knowing what we don't know and lastly, knowing what we might need to know, to know more. We now have a draft strategy soon to be approved by the SMT and the board which has been developed from a process of focus group discussions with a good number of staff and a small task team working to develop the strategy. Shared Learning is one of our key organisational objectives in our 2005-2010 UK strategy and will help us to build knowledge across the organisation and become a



A recent "Welcome" tea party



learning organisation. Implementing this strategy will be one of our key priorities in 2008, so watch this space, we will keep you posted.

2007 Internal Annual Review Report: Following on from the team PRRPs, the SMT had their PRRP process on 24th January and the team is now in the process of writing the internal annual review report, which is due to be submitted to AAI as part of our internal accountability process. We are looking at how best to share the learnings from our PRRPs and we will definitely be sharing the full annual review report with you.

INFORMATION SYSTEMS

The Information Systems Team have a number of projects planned for 2008 and beyond, and these include:-

- Desktop and monitor upgrades and replacement

- Development of a new file management system, together with the deployment of a new data storage and backup regime
- Deployment of teleworker handsets to Regional offices and Country Programmes, to reduce call costs and



encourage more collaborative working across all ActionAid facilities.

- The rollout, with FM, of a new mobile telecoms strategy using Blackberry devices providing push email to those staff that require it
- Work with other UK colleagues to review our supporter databases, and improve the way in which we hold and use information about our supporters
- Explore the way in which we use Audio-Visual tools, and identify new technologies, such as interactive white

boards and desktop video, that would benefit AAUK staff

- Continue to procure equipment from ethical and environmentally sources to ensure we continue to reduce our carbon footprint. A key element of this is the replacement of individual servers with new technology like blades and virtualisation.
- Explore and develop a range of E-learning tools to support the software currently used.

HUMAN RESOURCES AND ORGANISATIONAL DEVELOPMENT

Diversity and Inclusion: A pilot training session for the Diversity and Inclusion Steering Group was carried out in January this year and the feedback was very positive. This will now be followed up by an in-depth audit of our policies, procedures and working practices and an analysis of our workforce profile which will include benchmarking against other comparable organisations and the general population of London/ UK. This will help to establish ActionAid UK's current position with regard to compliance and best practice and lead to further policy review and the setting of targets and strategies for improving the diversity our workforce composition over the next five years and beyond.

Coaching for High Performance: Following the first six-month coaching programme pilot for managers which has just ended, it is planned to run a second programme during 2008. It is also planned to set up a centralised list of trained

coaches within ActionAid UK who can be used as an internal resource to help ensure high performance and improved performance management within ActionAid UK.

Women's Rights: ActionAid UK will be hosting a four-day feminist leadership programme in Brighton this year for the Europe Region. As well as providing a forum for women leaders to interact as peers, the workshop will also help to build the Europe team as a cohesive whole in its own right.

Competency Framework: Following extensive 'testing' on a variety of jobs throughout ActionAid UK, the competency framework has now been fully developed. Following this testing, all jobs within ActionAid UK will be analysed and competency levels set. The competency framework will be closely linked to recruitment processes during 2008 to ensure that applicants possess the necessary skills and behaviours to achieve our organisational goals.

FACILITIES MANAGEMENT

Service Level Agreement: We are bound by our Service Level agreement to provide response to staff requests within a set period, if any one would

like a copy of our SLA please do not hesitate to contact the FM team.

