Policy Statement Executive Owner Approval Route:	Our Colleagues - Chief Operating Officer - Operations Committee
Authorised Co-Ordinator:	Associate Director, People Services
Effective date:	16 September 2024
Due date for full review:	January 2027

Approval History

Version	Reason for review	Date
1.0	Creation of Policy Statement	25/1/22
2.0	Annual review of Policy Statement	17/11/22
3.0	Annual review of Policy Statement	13/11/23
4.0	Removal of CPO post – reallocation to COO	16/09/24
5.0	Annual review of Policy Statement and additions of SDGs	13/11/24

Introduction

The **University Policy Framework** comprises 8 **Policy Statements** – Our Colleagues, Our Students, Our Education, Our Research and Innovation, Our Safety, Our Data, Our Partners and Reputation, Our Operations.

The 8 **Policy Statements** are high level documents which cover the University's mission, aims and business. **Policy Statements** are aligned to the University Strategy and its commitment to advancing the United Nations Sustainable Development Goals.

The **Policy Framework** is detailed in the Procedure of Policies and Procedures (POPP). POPP provides direction on, and standards for, the development and review of University **Policy Statements**, **Procedures** and related documentation.

Procedures are 'how to …' documents, each of which is owned by one **Policy Statement**. **Procedures** may also be associated with one or more other **Policy Statement(s)**. The Vice-Chancellor, as the principal Academic and Administrative Officer of the University, is accountable to Council for the good management of the University and for the matters set out in each **Policy Statement**. The Vice-Chancellor delegates responsibility for delivery to the Executive Owner of each **Policy Statement**.

This is the **Policy Statement** for: **Our Colleagues. -** It is particularly relevant in our efforts to advance SDG 3 Good Health and Wellbeing, SDG 4 Quality Education, SDG 5 Gender Equality, SDG 8 Decent work and Economic Growth, SDG 10 Reduce Inequality, SDG 11 Sustainable Cities and Communities and SDG 16 Peace, Justice and Strong Institutions.

1. **Purpose and Scope**

    1.1. Our aim is to create an environment where everyone can **achieve their ambitions and potential and deliver academic excellence.**

    1.2. We **attract, recruit, develop, and retain** high performing and diverse colleagues who work in support of our inclusive culture and academic endeavour.

    1.3. We provide HR **support** and **EDI expertise** for colleagues across the University

    1.4. We are committed to fostering a sustainable and inclusive workplace that aligns with the United Nations Sustainable Development Goals (SDGs). By integrating these principles into the Our Colleagues procedures and broader management governance we aim to create a culture of sustainability that empowers our employees and positively impacts our global community.

2. **Objectives**

    2.1. We will provide Human Resource (HR) Excellence through our HR strategy and advice, by successfully partnering with the business, through effective and efficient HR administration and through ensuring compliance with employment and equality laws.

    2.2. We will focus on Talent Development, including supporting and developing colleagues to reach their potential, people change management and organisational design.

    2.3. We will focus on Talent Attraction, by identifying and delivering a compelling Employer Value Proposition (EVP), and through effective UK and international recruitment.

    2.4. We will ensure that Culture and Engagement are prioritised, with the aim of fostering an inclusive and diverse community and supporting our aspirational culture and value.

    2.5. We will focus on Rewarding Excellence, providing appropriate reward and recognition for colleagues alongside timely and accurate Payroll and Pensions.

    2.6. We will build a Surrey community - working in partnership with colleagues to strengthen a Surrey community identity that will foster pride, belonging, and champion diversity and togetherness, while promoting sustainable practices that protect our environment and ensure a thriving community for all.

2.7. We will support the University in the provision of stepped care wellbeing support that signposts to external statutory services, which University services are not designed to duplicate or to replace.

2.8. We will place a clear focus on preventative measures in order to support broader aspects of colleague wellbeing.

3. Delivery Parameters

3.1. **Creating an environment where** colleagues and students are set up for success, with highly effective feedback loops, simplified processes, and a continuous improvement mindset.

3.2. **Evolving to an inclusive, innovative, sustainable and outcomes-based culture** with clearly defined accountabilities, agreed priorities and expectations and equipped to deliver.

3.3. **Inspiring engaged and equipped teams** through clear, inclusive leadership, development, recognition, and two-way communication**.**

3.4. **The achievement of HR Excellence** by providing a customer-centric, efficient, collaborative,data driven HR service to our stakeholders to ensure our colleagues can achieve their ambitions and potential.

4. Responsibilities (ownership)

4.1. **Council**

- Ultimate responsibility for HR rests with the University's governing body, the Council.
- Council approves the University's Strategy and monitors progress against it.
- The Council have delegated to the Vice Chancellor the executive accountability for HR.

4.2. **Vice Chancellor**

- Is accountable to Council for staff engagement, recruitment and retention and has executive authority for approving the HR strategy.
- Has delegated authority for the day-to-day management of the University's human resources function to the Chief People Officer (COO).
- Promotes an inclusive, innovative, and outcomes-based culture.

4.3. **Policy Owner- COO**

- Accountable for defining the HR strategy and supporting documentation (Procedures, processes, protocols and standards).
- Approves processes, protocols and standards.
- Promotes an inclusive, innovative, and outcomes-based culture.

4.4. **Executive Board**

- Accountable for applying supporting documentation within their portfolios.
- Responsible for resolving escalated risks and issues from the Operations Committee.
- Responsible for evaluating resource allocation requests in the context of planning and prioritisation processes.
- Promotes an inclusive, innovative and outcomes-based culture.

4.5. **Operations Committee**

- Approval of Procedures.
- Responsible for overseeing progress and delivery within the scope of the HR Strategy.
- Responsible for resolving issues and barriers to success.
- Responsible for making the case for appropriate resource allocation in the context of a wider prioritisation process.
- Responsible for ensuring associated risks have been mitigated within the risk appetite.

4.6. **Heads of/ Managers**

- Maintaining awareness of their responsibilities under this Policy and supporting documentation.
- Identifying and escalating practices outside of risk appetite.
- Ensuring all colleagues within their remit are appropriately trained.

4.7. **Colleagues**

- Undertake all training required and keep it up to date.
- Operate within the supporting documentation.

5. Implementation and Communication

5.1. This Policy will be communicated to all staff, students, and external partners through the University's external website, internal intranet, and periodic direct communications.

5.2. Executive Board will review on an annual basis the Policy objectives and requirements, including KPIs and lead indicators.

5.3. Supporting documentation will be developed and updated as required and approved through the relevant channels.

5.4. All supporting documentation will be reviewed by the Associate Director (People Services) to ensure legal compliance.

5.5. All Procedures and relevant other supporting documentation to be discussed with Unions in line with the Inform, Consult and Negotiate principles.

6. Exceptions

6.1. None.