Bath Insights Internship Programme Project Brief

Project title: Faculty of Science departmental operations teams Operations

Department: Faculty of Science departmental operations teams

Project theme: Operations

Capabilities: Collaboration; Adaptability; Communication; Critical thinking; Creativity and innovation; Drive and initiative; Leadership; Resilience; Social and cultural awareness

Project brief: Our faculty and department coordinators are experts in supporting the academic and management teams in the faculty to deliver world class education and research. They are the behind-the-scenes pixies that make events run smoothly, provide a super-smooth experience to new starters, coordinate effective meetings and decision making, welcome visitors, send our staff comfortably around the country and make sure everyone has the right kit and environment to do their job. And this is just the tip of the iceberg.

They're experts in multiple systems, have phone books stuffed with useful contacts, and constantly juggle multiple incoming priorities and communications, manning reception desks, multiple inboxes and demanding department leadership teams. They have already done significant work in automating and simplifying many of our processes, but for this project we would like the intern to:

- review and document the ways we currently receive information and tasks
- review the variety and volume of tasks we currently receive
- identify best practice in workflow management in these busy administrative environments
- make recommendations as to how this best practice could be implemented in our working environment

Main outputs or deliverables:

- report detailing recommendations for the management of workflow within the team, including workflow prioritisation and visibility, including researched examples of best practice from other areas
- upskilling of the existing team, supporting them to document their current workflows, build their confidence in analysis and research
- if time allows, it would be useful to pilot and evaluate some new approaches, but this may not be possible