



Imperial College Union Appointments and Remuneration Committee

23 May 2018

AGENDA ITEM NO.	9
TITLE	EXIT INTERVIEW SUMMARY REPORT
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EXECUTIVE SUMMARY	<p>Exit Interviews are held with the MD (or an SMG member if MD is unavailable). The summary report strips away job specific issues to compile feedback that is repeated and therefore more consistent across the Union.</p> <p>The feedback has not significantly changed in some areas though the issue of consistent leadership has emerged. There are some pleasing issues which are no longer referenced including notably any issues surrounding OT integration.</p>
PURPOSE	To inform the committee of the themes emerging through the Exit Interviews since the previous annual report. To enable the Committee to build into on going conversations around People issues.
DECISION/ACTION REQUIRED	No action required.

Exit Interview – Summary Report – Sept 2018

YOUR JOB:

- What did you like the most about your job?
 - **The people – nice people who care**
 - The place / atmosphere
 - The variety / flexibility
 - Being part of college
 - Taking a piece of work / project from scratch to fruition
 - *Answers have not changed significantly from previous report*
- What did you like the least about your job?
 - **Trying to fit too much into roles**
 - Contributed to by vacancies
 - Lack of clarity on priorities
 - Majority of other responses were very role specific and therefore not consistent across respondents.
 - *Answers have not changed significantly from previous report*
- Was the size of your workload OK?
 - Very mixed responses.
 - *There is more variety than previous report as whilst many still say that their roles have too much at least at certain points in the year cycle, there were some who said it was just right.*
- Do you feel that the duties you were expected to carry out were reasonable to the post?
 - **Yes, but...**Most people noted the opportunity to develop your role and that this means they often are doing things not technically on their JD and therefore perhaps more responsibility than they are being paid for.
 - *Answers have not changed significantly from previous report though there was more comments around this being openly discussed with managers but still the case.*
- How effective was your induction process?
 - **Very mixed. Largely much more positive the more recent they have been.**
 - Gap between previous post holder can make it harder.
 - *Increased comments that they know this is now improving all the time.*
- How do you view the opportunities for personal development within THE UNION?
 - **Great.**
 - Access to Training scheme is really good.
 - It does reward those who are more proactive.
 - Would be good for people to know more about the amount of £ available and more about the allocation.
 - *People saying that they have had lots and their requests have always been positively handled.*

THE UNION:

- What are your feelings about THE UNION as an employer?
 - **Majority really positive.**
 - Positives include: People, Atmosphere, opportunities, non-hierarchical, can be yourself and shape your role towards your interests.
 - Negatives include: Not enough done on staff reward & recognition, inconsistency of leadership across directorates
 - *Main change from previous was openly talking about challenges of leadership across directorates*
- How do you rate morale at THE UNION?
 - **Good within most teams – variable as a whole Union.**
 - *Increase in people saying that morale in their team is good but that they don't necessarily think it is the same across the organisation.*
- How do you rate internal communication at THE UNION?
Can you suggest any improvements?
 - **Getting much better.**
 - Communications is everyone's responsibility – those who talk to others feel they know what is going on!
 - Suggestions:
 - **SMG need to be more visible**
 - Reinvigorating Buddying
 - More face to face and less emails
 - *Changes come from what is not being said any more including virtually no comments around OT integration or meeting structure.*

DEVELOPMENT:

In terms of your position, how would you rate the following?

- Salary
 - **Fine**
 - Some comments that level is right but quantity of work is too great.
 - Some comments that college positions would be paid more.
 - General theme around the salary for JD is fine / ok but that people take on more responsibility which isn't rewarded through salary.
 - *This is the flip side of people saying that the opportunities for development are great. Two sides of the same coin but a key issue coming through in IIP also.*
- Working Conditions
 - **Good.**
 - Any concerns get responded to quickly.
 - Quiet space is now becoming rarer as the Union grows.
 - *Answers have not changed significantly from previous report*
- Work Colleagues
 - **Great!**

- Best bit of working at the Union.
- Passionate and devoted people.
- *Answers have not changed significantly from previous report*

- Benefits
 - **Really good.**
 - Location, flexibility, support, development and gym
 - Theme around whether these are Union or College benefits.
 - Almost everyone mentions leave.
 - *More people include Pensions than previous report.*

- Support from Line Manager
 - **Varied responses – overall good.**
 - Range from “poor” to “absolutely great”
 - Positives include: Flexible, responsive, support each other with things
 - Negatives include: Manager doesn’t know enough about what I do
 - *Clear increase in people talking about consistency even when they have no concerns on their own direct line manager.*

- Annual Leave entitlement
 - **Excellent**
 - College closure days plus ability to carry 5 over into next year.
 - *Answers have not changed significantly from previous report*

- Equal Opportunities
 - **Very good but still work to do**
 - “very good as you would expect in a Union” was common response
 - *Increase in people giving specific positive examples and also decrease in people pointing out areas of weakness. Clear change in responses here.*

GENERAL:

If you could make 3 changes to your role what would they be and why?

- Increase pay to reflect actual responsibility taken on not JD responsibility
- *Responses here had little commonality and were generally very role specific eg – “I do / don’t think this responsibility should lie in my role”*

Are there any other issues that you want to bring up about THE UNION and how it conducts its day-to-day affairs

- *Repeat messages around consistency of leadership and reward and recognition*
- *Trying to do too much also came through more than previously*
- *Again a noticeable absence of some themes from previous report including need to integrate OTs, increase H&S focus, decrease £ focus and introduce induction framework.*