## Organisation and Funding

### Academic year 2023/24
- **2300 Job evaluations per year**
- **66% service satisfaction rate**

### Academic year 2024/25
- **JE reduced by 25%** *(to 1725)*
- **90% service satisfaction rate**

### Academic year 2025/26
- **JE reduced by 80%** *(to 460)*
- **JE reduced by 87%** *(to 299)*
- **90% service satisfaction rate**

## Technology

### Liaison with technology providers
- Regular meetings between reward and HRIS - upskilling system developments and opportunities to improve processes

### Training (technology)
- **Use on hold status in PeopleXW to send notification to requestor of change of status incl note to send information to LH**
- **Investigate options to allow notifications from PeopleXW to go to line manager**

### Improving notifications on process status
- **Implement ability for notifications from PeopleXW to go to line manager as well as HR contact**

## People

### Community of Practice
- **Set up Community of Practice**

### Liaison with technology providers
- Pilot - depts to undertake role creation in PXD where not related to JE

### Role creation where not related to grading
- **Formalise arrangements for depts to undertake role creation in PXD where not related to JE as an option**

## Service Delivery

### Job description standardisation project
- **Project defined, approved and resourced**
- **Central pre-application advice service established**
- **2 month data gathering & triage phase**
- **Triage data informs def of pre-application advice service & targeted training.**
- **Central pre-application advice service established**
- **Project approach prioritises areas which deliver greatest reduction in JE numbers (e.g. G7 = 44% of JE activity)**
- **Continue with standardisation of remaining grade JDs**
- **Complete standard JDs**
- **Pre-application advice service adapts in line with changes in JE approach**

## Monitoring and Reporting

### Data collection and publishing
- **Agree and start to collect data for triage phase**
- **Agree and start to collect data for pre-application advice and case management services**
- **Publish data for KPIs satisfaction and service delivery**

### Grading user group
- **Setup Grading user group**