



# FOCUS PROGRAMME



*Investing in people and supporting improvement of practices  
across our professional services*

## What is Focus?

Started in 2018, Focus is a 5-year programme of change led by Gill Aitken, The Registrar. It covers the spectrum of professional and administrative services that support Oxford's academic mission.

## Aspiration

Focus aspires to an exemplary administration: one that underpins and sustains the University and can self-review and improve to accommodate new demands without a corresponding growth in costs.

Focus is about working smarter and developing our staff, so we become the best that we can be.

## Approach

Focus uses structured methodologies to deliver large projects and smaller quicker interventions. Focus provides the tools to help people think differently about what they do and how they do it.

Focus takes a diagnostic, problem-solving and joined-up approach. The Focus experience is participatory, collaborative and hands-on.

Focus trains and empowers you and your team to identify your own solutions and sustain your journey of improvement, going forward. We don't do projects 'for' you or 'to' you – we help you succeed in achieving the changes you identify.

## Benefits

The benefits we are working towards include enhanced staff/customer satisfaction, saved time, reduced cost, lowered risk, improved data sources and improved compliance.

'One of the great benefits of the Focus Workshops has been to bring people together in an open and engaging forum, for everyone to air the challenges each party experiences, and then work in partnership and resolve the overall issues.'

*Senior Head of Administration & Finance*

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## The 3 strands of Focus activity



### PEOPLE

Through our people reaching their potential, the University reaches its potential. Across the central University and academic divisions, we are investing in developing leaders, managers and administrators and creating clearer career pathways for technical and professional staff.

### PROCESSES

Sometimes we work in ways that you would never design. Focus seeks to remove needless complexity from our administrative processes. So we can all devote more of our time to activity that adds value.

### CONTINUOUS IMPROVEMENT (CI) CULTURE

'Continuous Improvement' means always striving for better ways to do things – and developing an organisational culture where we take repeated small steps to improve.

'I am delighted to see how Focus is energising and equipping colleagues in the improvement of processes and services: Focus is contagious!'

*Gill Aitken, Registrar*

[www.ox.ac.uk/focus](http://www.ox.ac.uk/focus)