

Officer Review Panel Report

Name:	Andy Galloway
Officer:	Sport Officer
Review period:	19/11/2018 to 19/02/2019

Effective Behaviours framework (Self-Evaluation)

Managing self and personal skills

- I've been making sure that wherever possible, I put tasks back onto students when it comes to consulting someone else about something they're trying to do. Rather than saying "I'll email X for you and let you know", I say "the best person you could email about that is X, here's their email, feel free to cc me and let them know I'm in support of your idea".
- Sometimes I am unprepared for meetings or late for deadlines. I'm sure there are ways I could improve this, but with so many things on, it is difficult to stay on top of everything (hence me writing this on a Sunday night).
- Delegating work is difficult as everyone is very busy. Sometimes it is hard to know whether something is my job or not (e.g. various parts of organising Varsity). I have begun delegating more to my Exec to benefit their experience, but this sometimes leads to me chasing people or doing things myself in the end anyway.
- Have blocked out time for lunch (with a note saying 'leave your office!') in my calendar since last review panel. This was successful towards the end of 2018 and over exams. However, for the first 2 weeks of semester 2, I have only been able to leave it in my calendar for 3 of the days, and I didn't leave the office for any of them. I'm not sure I can do much about this, as when it is busy, any time I take away from the office for lunch just adds on time somewhere else.

Working with others

- As above, I try to offer opportunities to others (e.g. my exec) to work on projects, empowering them and supporting them as necessary.
- At times, I have forgotten to update staff across the SU on certain issues or projects – leading to confusion. I've noted this recently and am putting structures in place to aid this, without increasing my workloads (e.g. setting up meeting with SU Marketing and DSDR Marketing to improve their communication, rather than me having to update our marketing team on achievements etc).
- In meetings I try to ensure everyone's voice is heard, as well as putting my opinion across if I disagree or agree with something.

Achieving Change

- I don't think I have necessarily 'achieved' much change in the time since my last review panel other than with the classes only gym membership which was somewhat of a token gesture from the STV, rather than something I 'won'.
- When speaking to students I try to offer solutions or find ways that they can help themselves – more so than previously.
- Currently restructuring the Sport Exec committee make-up to solve issues of the past 3 years in productivity as well as make the positions more relevant to the current climate in sport. This is building for future years.
- As mentioned in my peer review, I have not been great at shouting about successes, as this takes time and I sometimes get caught up in 'doing'. I think a solution to this could be involving the Exec in having some system around promoting success in student sport in general (not just myself) including how we have contributed to the Sport Strategy, team/individual performances, projects that our staff are working on etc. Again, this would be positive without increasing my workload.

Engaging with the big picture

- I've shown understanding of the political and democratic structure of the organisation through my engagement with the Governance Review. Both from my involvement as part of the committee, as well as promoting the referendum to students involved in sport and getting them interested, resulting in them being represented and participating in the debate. This provided diversity in experiences in the referendum debate.

Communications and visibility

- I have improved my communication back to the Exec since last Review Panel. There has been more discussion at meetings and more engagement outside of them.

- Social media is still a struggle for reasons outlined above.
- Added a time in my calendar every week where students can find me in my office (Tuesdays 3-4pm) to talk about anything.

Effective Behaviours framework (Peer-Evaluation)

Positive Behaviours

Communication with clubs:

Every club who responded with feedback regarding Andy commented on how fast he is to respond to their messages and emails. He usually replies within minutes when contacted via facebook messenger which club chairs said was very helpful for smaller queries.

All clubs agreed that Andy is approachable, and they feel able to go to him with any issues they have, more so than the other full-time sports staff. He has always been happy to book in meetings with those who request it and is punctual and prepared. One club also commented on how open he was to other people's suggestions for improving SU Sport.

Since the last review panel, Andy has set aside some time each week for clubs to come and see him which Chairs have found very helpful.

Andy is always helpful and honest in his responses, even if he is not able to give clubs what they were hoping for.

Andy has attended club training sessions and events for several different clubs outside of Basketball (his main sport): he attended "a pre-season event we ran unexpected - briefly even getting involved - and we did really appreciate that". This was appreciated by chairs as it has made him a recognisable and friendly face to the clubs.

Fair attitude:

Multiple clubs praised Andy's ethos and attitude when it comes to making SU Sport as fair as possible across all clubs. They feel he divides his time and efforts well across clubs and has a genuine desire to help whether they are a large or small club. Two of the smaller clubs commented that they felt they were never overlooked by Andy despite their small size.

Communication with Exec:

Members feel that Andy's communication and updates to the exec has improved and he has been good at updating them via facebook/ whatsapp when necessary over the festive and exam periods. He is always proactive on actions which he is given or sets himself.

Representing Students:

Clubs feel that their achievements have been recognised and promoted by Andy when appropriate through Team of the Week, improved funding and social media posts.

Students feel like Andy considers their views and for example has ensured that there is student input into both the kit tender and varsity kit designs.

Andy makes a point of reaching out to groups of students whose views he hasn't heard, such as being in contact with ENABLE for inclusive sports day and changing it from disabled, and his work in setting up the exercise peer mentors.

A few nice quotes from some of the club Chairs I wanted to share:

"couldn't think of anyone better for the role."

"Andy has been a phenomenal help for me in my year as chair "

"Andy has been a great officer"

"I have really enjoyed having Andy as the SU Sport Officer during my time as Chair"

Behaviours that could be improved

Inconsistency in enforcing rules:

One club mentioned that there is sometimes an inconsistency in enforcing regulations. As an example, they were told that their financial payments would be blocked within 6 hours should they not remove an unexpected package from the information point. However, a month later all clubs received an email asking them to remove a build-up of mail with no threat of punishment.

Being forceful on important issues:

Andy has generally been very understanding about the issues faced by clubs but has not always been forceful enough to help them get solved. Two clubs commented on this with one example given: "During organising our annual competition we had some issues with the STV so we approached Andy to help us. He did try to help us however when he was told no by the STV I didn't feel he tried to back us on the issues, this was also limited by his lack of knowledge about our sport." The club were eventually able to solve the issues themselves, but suggested Andy could have both worked harder to assist initially and also checked in with the club afterwards to make sure they had managed to find a solution.

Following up on actions:

Sometimes Andy has not followed up on actions that have come out of meetings or forgotten to chase people up after saying that he will. This has led to some clubs experiencing delays in getting things done and having to check with Andy that he has remembered. This was mentioned by three different clubs. On some occasions the issue has been Andy forgetting something, whilst on others he has sent a follow up email as actioned but been waiting on a response to this which he can pass to the club. It was suggested that Andy should keep a note of all actions to follow up and copy clubs into any emails so that they know action has been taken.

Communication of day to day actions and achievements:

Andy could still improve on the way he publicises the goals he is working on and the achievements he makes towards these. The recent update email he sent out about the 3G pitch progress was highlighted and appreciated by exec members and club chairs alike and something like this in a weekly email and/or facebook post briefly explaining the things he is currently working on would be great. In particular, more updates on the gym and also on his manifesto points were requested, even if there has been little progress/ there have been unforeseen issues which prevent something being achieved.

Lines of communication:

This is not necessarily directly related to Andy, but several clubs said they would like more clarity on who committees and students in general should contact for different issues which don't always need to go directly to the Sport Officer.

Visibility to clubs:

Whilst multiple clubs mentioned how much they enjoyed having Andy attend a training session or game earlier in the year, some commented that they would love to see him do this again during second semester.

Targets set at the Previous Review Panel Meeting (19/11/2018)

- 1) To improve how The SU communicates important information to student groups.

Review Panel Meeting (19/02/2019)

QUESTION: The Review Panel asked Andy how they had been doing since the last review panel meeting in November?

ANSWER: Andy reported that things had been going really well since the last meeting.

QUESTION: The Review Panel asked Andy what progress they had made on the target which had been set at the previous review panel meeting?

ANSWER: Andy reported that they had not taken much action on the target previously set for them in November. They explained that this was because the previous target concerned marketing which was the role of the Marketing Team to oversee and not the Sports Officer.

Andy noted that their personal communication with Executive committee members had improved but that they were finding it harder communicating their work to students in general. They explained that they had tried publishing a blog on the work they had done as an Officer in their first six months but marketing feedback showed that very few students had read it.

The Review Panel suggested to Andy that a weekly social post might be something for them to consider. Andy explained that weekly updates on work is quite time consuming and that they would prefer to use that time to achieve more for students.

QUESTION: The Review Panel asked if it was possible that an Executive committee member could support Andy by communicating what they were doing to students for them?

ANSWER: Andy noted they would be happy if someone from Executive committee wanted to do this but explained that they would feel uncomfortable asking someone to do it for them.

QUESTION: The Review Panel asked if the Executive committee had a communication Officer position?

ANSWER: Andy explained that the committee had two but that these two roles were now being merged into one role.

The Review Panel suggested that within the new role description to provide some communication support to the Sport Officer.

QUESTION: The Review Panel asked if there was more work that the Executive committee members could do on the behalf of the Sport Officer?

ANSWER: Andy explained that this would vary year on year depending on the nature of the people elected on to the committee. Where people were willing there was potential for them to take on more work on the behalf of the Sport Officer. However, Andy noted that in many cases though it would be quicker for them to do the work themselves because it would take longer to explain to a committee member what needed to be done.

QUESTION: The Review Panel asked if re-structuring the Executive committee would help?

ANSWER: Andy explained that there was a lot of content in the constitution which is no longer relevant and so by removing it will make it clearer for students to understand.

QUESTION: The Review Panel asked for more details on the examples given under the improvement point about being 'being forceful on important issues'?

ANSWER: Andy noted that these clubs had raised the issue with them just 7 days before their competition. Andy explained that they had told the clubs what they needed to do and put them in touch with the relevant people. Andy hadn't done the work for them because they felt that it was not their role to do.

QUESTION: The Review Panel asked if the Sport Officer got many complaints about facilities?

ANSWER: Andy noted they had received a few complaints about this but often too late for them to take any action on as they have usually already signed to pay.

QUESTION: The Review Panel asked about the improvement point 'following up on actions'?

ANSWER: Andy explained that it can be difficult to keep clubs up to date on the work they are doing for them as it can sometimes take quite a bit of time before they have something to update them on.

Targets for the next Review Panel Meeting

- 1) Complete the re-structuring of the Sport Executive committee to include giving some support to the Sport Officer.
- 2) To improve on giving more feedback/updates around follow up actions.