

Tafila Technical University



Executive Summary

This document sets out the strategic direction of the Human Resources (HR) Department for the next five years. The aim of the Plan is to ensure that we remain focussed on delivering professional and enabling HR services that are aligned to the strategic priorities as outlined in the University's Strategic Plan 2015-2020.

There are exciting and challenging times ahead and this plan recognises that our employees are fundamental to the University achieving its ambitions therefore the importance of their engagement, motivation, leadership, development and reward.

The HR Department undertook a significant restructuring exercise in late 2014 with the aim of transforming the HR services we provide to ensure they are aligned to business needs. From November 2015 the HR Service has also assumed lead responsibility for Equality and Diversity with initiatives, which are important in the delivery of the University's Strategic Plan. We continue to embed and develop our service delivery model in supporting the University in achieving its strategic priorities by providing a business-oriented and client-facing service through our HR Partnering, Specialist Services, Employment Services and Staff Development sections.

A key factor for this plan is the OneSource HR and Payroll Project which will see the implementation of new software and business processes that will transform our transactional activities and how managers and employees engage with us.

The HR Strategic Plan sets out our people management aims, goals and objectives to assist the University in achieving its strategic aims.

They are all designed to be challenging and measurable in order that we can operate successfully in a highly competitive global environment and assess how we are performing during the 5 year period.

HR website: <http://www.ttu.edu.jo/index.php/en/human-resources>.

HRM: Overview of the Current state

HR division Overview:

The Department of Human Resources was established with the establishment of the University in 2005, where it was previously named Personnel Department until the University Council decided on 9/3/2014 to change its name to the Human Resources Department to keep up with the progress in the academic and administrative level of the University. Administrative staff, or employees. The department facilitates the service of employees at the university by following up on their respective transactions in accordance with the vision of the university which seeks to create an administrative and creative environment for Highest levels

Internal Environment

People

- ◆ We are committed to a highly skilled, diverse, and compassionate workforce.
- ◆ We foster a culture of respect, equal opportunity, innovation, and accountability.

Stewardship

- ◆ We will ensure responsible stewardship of the human, financial, information, and natural resources entrusted to us.

Partnerships

- ◆ ERASMUS PLUS PROJECT Modernizing Human Resource management In South Mediterranean higher Education (RISE)

External Environment

We practice open, accurate, and timely communication with employees, and external stakeholders, and seek continuous improvement in our programs and services by carefully listening to their concerns.

Vision, Mission and Values

Vision statement

Our HR Vision is to be a service defined by excellence in working in partnership with managers and our Campus Trade Unions to enable the delivery of the University's Strategic Plan through people.

Mission statement

To support the University's strategic direction by:

- a) Developing and applying an appropriate policy and regulatory framework
- b) Supporting the development of university staff
- c) Providing clear information, leadership and direction
- d) Enabling adaptability and flexibility across the university
- e) To deliver a service that is optimal, consistent in approach and equitable in application, timely in response and transparent and confidential

MISSION Formulation: Answer each of these questions.

- Consulting with senior managers to identify skill needs and qualifications
- Creating job and task descriptions for recruiting, hiring and training purposes
- Coordinating and performing recruitment, interviewing and hiring processes
- Recommending or hiring new employees
- Overseeing orientation and training of new hires
- Administering payroll
- Directing disciplinary actions and resolving disputes between employees or between employees and management
- Updating stakeholders on corporate or legislative changes to policy
- Completing and maintaining records of HR functions

Academic staff
Administrative staff
local community

support the goals and challenges of Tafila Technical University

providing services that promote a work environment



The mission of the human resources department is to support the goals and challenges of Tafila Technical University by providing services that promote a work environment that is characterized by fair treatment of staff, open communications, personal accountability, trust and mutual respect. We will seek and provide solutions to workplace issues that support and optimize the operating principles of the organization.

HRM Values

The Department will operate under the values of:

- ✓ Integrity
- ✓ Trust
- ✓ Accessibility
- ✓ Respect

Strategic Objectives for Human Resources

Action plan

Objective 1: Recruitment and retention of the world's best talent

<i>Title action</i>	<i>Responsible unit</i>	<i>Indicator(s) / KPI(s)</i>
<i>1.1 Establish modern and tailored recruitment and retention strategies that promote University and the area as a great place to work/live.</i>	<i>HR</i>	<ul style="list-style-type: none"> - <i>Number of Employee Satisfaction Surveys</i> - <i>Percept of Employees Trained in Company Culture</i> - <i>Percept of Vacation Days Used</i>
<i>1.2 Recruit staff on the basis they are the best or have the potential to be the best</i>	<i>HR</i>	<ul style="list-style-type: none"> - <i>Net Promoter Score</i>

Objective 2: Encourage and Recognize Excellence

<i>Title action</i>	<i>Responsible unit</i>	<i>Indicator(s) / KPI(s)</i>
<i>2.1 Enable the process of defining of what excellence means in the University</i>		Rate of Internal Referral Hires
<i>2.2 Embed the principles of performance management across the University</i>		Performance of New Hires
<i>2.3 Create an environment that gives staff the opportunity to thrive</i>		Suggestions per Employee
<i>2.4 Recognize excellence on the basis of contribution to the University</i>		Internal Promotion Rate

Objective 3: Outstanding, inclusive and supporting work environment

<i>Title action</i>	<i>Responsible unit</i>	<i>Indicator(s) / KPI(s)</i>
<i>3.1 Foster an inclusive and supportive work environment. Enable and support cultivation of health, safety and wellbeing.</i>		<ul style="list-style-type: none"> - <i>Employee Satisfaction Index</i> - <i>Number of Employee Satisfaction Surveys</i> - <i>Percent of Employees Trained in Company Culture</i> - <i>Percent of Vacation Days Used</i> - <i>Net Promotor Score</i>
<i>3.2 Establish an environment where</i>		

<i>equality and diversity permeates the University's DNA.</i>		
<i>3.3 Social responsibility and sustainability</i>		

Objective 4: Development, Management and Leadership

<i>Title action</i>	<i>Responsible unit</i>	<i>Indicator(s) / KPI(s)</i>
<i>4.1 Developing leaders–invest strategically in staff to inspire and equip them to shape, influence and lead</i>		<i>Drive Success by Doing the Math</i>
<i>4.2 Invest in managers to ensure they are equipped to take decisive action and take responsibility for their decisions.</i>		
<i>4.3 Foster an environment of high aspiration and performance, drawing on excellent leadership and management development</i>		<i>Team Cost Efficiency</i>
<i>4.4 Develop a clear succession planning policy</i>		-

Objective 5: Global Impact

<i>Title action</i>	<i>Responsible unit</i>	<i>Indicator(s) / KPI(s)</i>
<i>5.1 Support the University's global ambitions</i>		- <i>Number of students</i>

Objective 6: Underpinning Infrastructure

<i>Title action</i>	<i>Responsible unit</i>	<i>Indicator(s) / KPI(s)</i>
<i>6.1 Support the University in achieving and maintaining financial sustainability</i>		<ul style="list-style-type: none"> - <i>Percentage of Cost of Workforce</i> - <i>Salary Competitiveness Ratio (SCR)</i> - <i>Healthcare Expense per Current Employee</i> - <i>Benefits Satisfaction</i> - <i>Return On Investment</i>
<i>6.2 Support the University in maximizing efficiency in systems and processes.</i>		- <i>Employee Productivity Rate</i>
<i>6.2 Ensure the University adopts the principles of good practice and is legally compliant</i>		