Imperial College Union
Board of Trustees / 28 May 2025

Staff Satisfaction Survey Results

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Purpose: To consider the 2025 results of the Staff Engagement Survey
Action(s): To consider

1. Background Information

This year (2024-25) is the fifth time we have taken part in the NUS Staff Engagement Survey. It was available to all full-time and casual staff employed in a role with the Union, plus our Officer Trustees. Responses were collected between 3 February - 7 March 2025.

There were 54 full-time staff and Officer Trustees and 199 casual staff included in the survey. The overall response rate for both cohorts was 39%, up from 35% last year. The response rate of permanent staff was 82%, down from 87% last year.

2. Results Summary

This year's results can now be measured against last year's baseline data set, providing an indicator of how effective our planned actions over the last year have been.

This year represents a mixed dataset, with some positives and some negatives. When considering the whole organisation, including student staff, we see an average 3.3% increase in satisfaction across all themes. When considering the permanent staff team only, we see a 6% decrease in satisfaction across all themes.

Our core balanced scorecard KPI relating to our people, is for 75% of staff to respond positively when asked if they would recommend our organisation as a good place to work. This year, this measure has increased in both datasets. For the whole organisation we see 82% of staff responding positively, up 15% on last year and exceeding our KPI for the first time.

For the permanent staff team we see 73% responding positively, up 4% on last year and moving to within 2% of our KPI.

In summary, the results represent an increase in student staff satisfaction by all measures, and a decrease in most areas for permanent staff despite an increase in our core KPI.

<u>Some other headline results include:</u>

i. Our biggest area of improvement among permanent staff relative to last year is 'Reward', up by 2%. Across the whole organisation the largest increase is Equality, Diversity and Inclusion, up by 10%.
ii. The three highest scoring areas for our permanent staff team are: Management (87%), Colleagues (83%), and Role (76%). Equality, Diversity and Inclusion scores highly across the whole organisation (77%).
iii. The three lowest scoring areas for our permanent staff team are: Communication (59%), Service (57%), and Leadership (54%). This is similar to last year's results, but with 'Service' replacing 'Reward'.

Highlights and Lowlights:

The below represents the 5 highest scoring questions in the permanent staff survey, followed by the 5 lowest scoring questions:

Highest:

- I feel that my work contributes to the organisation's performance: 93%
- I have the necessary knowledge and skills to promote equality, diversity and inclusion: 93%
- People within the organisation consistently treat each other with respect and dignity: 89%
- I am treated with fairness, respect and dignity at work: 89%
- My manager trusts and respects me: 89%

Lowest:

- It is common practice for experienced colleagues to coach and mentor new starters: 36%
- I am kept informed of what is happening elsewhere in the organisation: 41%
- The leadership group is in touch with the views and opinions of staff: 43%
- This organisation manages change effectively: 43%
- This organisation is open, honest and shares information effectively: 43%

3. Comments

These results show a nuanced set of feelings within the staff team. It is very positive that a good culture has now been fostered in the student staff team, and our improvements around the theme of equality, diversity and inclusion should be celebrated. We are also pleased to have hit our balanced scorecard measure for the whole organisation.

However, despite an increase in our core measure for the permanent staff team, we also see slight decreases in many other themes among permanent staff, showing slightly less satisfaction in some specific areas, allowing areas for improvement despite general growth in a sense of staff culture.

A key theme that emerges relates to anxiety surrounding communication and management of change, in a rapidly evolving organisation, likely driven by the implementation of our strategy and focus on enhancing our service to students.

Positive changes are likely driven by our EDI plan initiatives, good performance of our commercial team in managing our student staff, and our now established People and Culture subcommittee.

4. Next Steps

i. We have shared the results with all staff.
ii. We will run workshops as part of the all staff meeting, and the People and Culture Subcommittee.
iii. The results of the survey and workshops will determine some short-term actions as part of the People and Culture Plan.
iv. We will continue implementing the People and Culture Plan

Full survey results are available in the separate/hyperlinked Exhibition Book for the meeting.