



BFA Growth Initiative Advisory Committee CHARTER

Background

The intent of the BFA initiative “Supporting University Growth and Western’s 2025 Vision” is to determine and monitor ways to make sure that BFA has enough resources to deliver current services, and to support the University’s ambitious growth plans. The first step would be to identify the drivers of staffing requirements (how does a department know what the right amount of resources are), before establishing and monitoring metrics to determine how well a particular service is performing. Implementation of a customer satisfaction survey is included to evaluate the quality of service delivery.

The second area covered by the initiative is to determine and implement ways for BFA to be recognized as a valued partner in University plans and activities, and to be brought in at the beginning of an initiative or program.

Scope

The purpose of the BFA Growth Initiative Advisory Committee (Committee) is to provide guidance and feedback from a representative group of people within BFA. The committee will review and recommend ways to:

- Develop and implement an approach to divisional resource modelling (determining and forecasting resourcing needs)
- Identify key drivers of staffing requirements, and metrics to monitor against these drivers
- Expand efforts to measure service delivery and customer satisfaction
- Implement a ‘Partnership Tool,’ to help university departments think through project planning and implementation

Once the BFA leadership team has agreed the implementation plan, the role of the Committee shifts to monitoring metrics and advising on improvements.

Deliverables

Although not a responsibility of the committee, the work may result in these deliverables, produced by the Lead and SME member(s), with agreement by the BFA Leadership Team:

- A recommended resource plan for BFA, forecasted to respond and support Western’s 2025 strategic growth ambitions
- A customer satisfaction survey, annually implemented and regularly reviewed
- A set of Key Performance Indicators, or KPIs, with a regular measurement plan in place
- A ‘Partnership Tool,’ developed to help university departments think through project planning and implementation
- An action plan and timetable for 2019-25, with particular focus on the first two years

Convening Authority and Reporting

The Committee is appointed by and reports to the Vice President for Business and Financial Affairs.

Time Frame

Committee formed and begins to meet in (month) 2019. The initiative spans the 2019-25 six-year period, in support of the University's strategic plan.

Meetings

Meetings will be called by the Chair. Materials will be distributed for review in advance to allow time for review before the meetings.

Membership

Membership will be appointed by the VP BFA, with assistance from the BFA leadership team. The committee will be comprised of a representation of members from across BFA, representing different departments, lengths of employment, and levels. Members will serve for a defined period of time, with new members rotating in as the committee determines appropriate. The committee will include:

Member	Role	Name
Initiative Lead (a BFA Leadership Team member)	<ul style="list-style-type: none"> Guidance and leadership Reporting to the BFA Leadership Team for decisions Accountable for development of the Growth Action Plan, monitoring the plan, and updates as needed 	Brian Sullivan
Subject Matter Expert (SME)	<ul style="list-style-type: none"> Functional expert at University Strategy and implementation advice and support Responsible for development of the Growth Action Plan, monitoring the plan, and updates as needed 	(to be confirmed)
Chair or Co-Chairs	<ul style="list-style-type: none"> Runs the Committee Ensures Committee work is thorough, inclusive, and effective 	(to be confirmed)

The BFA Leadership Team is the decision-making body for all BFA-wide initiatives. The individual members of the BFA Leadership Team are responsible for implementation of the Growth Action Plan in their departments.

Role of a committee member

It is intended that the committee leverage the experiences, expertise, and insight of key individuals at organizations committed to finding ways to support the University's growth objective. Committee members are not directly responsible for managing project activities, but provide support and guidance for those who do. Thus, individually, Steering Committee members should:

- Understand the strategic implications and outcomes of initiatives being pursued
- Appreciate the significance of the initiative for some or all major stakeholders and represent their interests

- Be genuinely interested in the initiative and be an advocate for broad support for the outcomes being pursued

In practice, this means they:

- Consider ideas and issues raised
- Advise if the outcomes of the initiative meet the objectives of the original proposal
- Help balance conflicting priorities and resources
- Review the status of the initiative
- Foster positive communication outside of the committee regarding the progress and outcomes of the initiative