

KPIs and their Role in Workplace Wellbeing

THE NORM: Key Performance Indicators (KPIs) are typically used to measure and evaluate work performance for research support professionals and include:

Hard metrics such as numbers of grants, budgets and contracts processed.

Softer metrics such as evidence of building professional relationships, embedding cultures and practices, and demonstrating good customer skills.

THE CHALLENGE: Is this a holistic or healthy way of assessing an individual's performance?

Research professionals today face increasing pressures from larger volumes of grant activity, a shifting and dynamic funding climate, institutional ambitions to enhance success rates, and great expectations placed on the levels of service they provide. This can result in long working hours, workplace stress, and a lack of resilience in managing customer expectations.

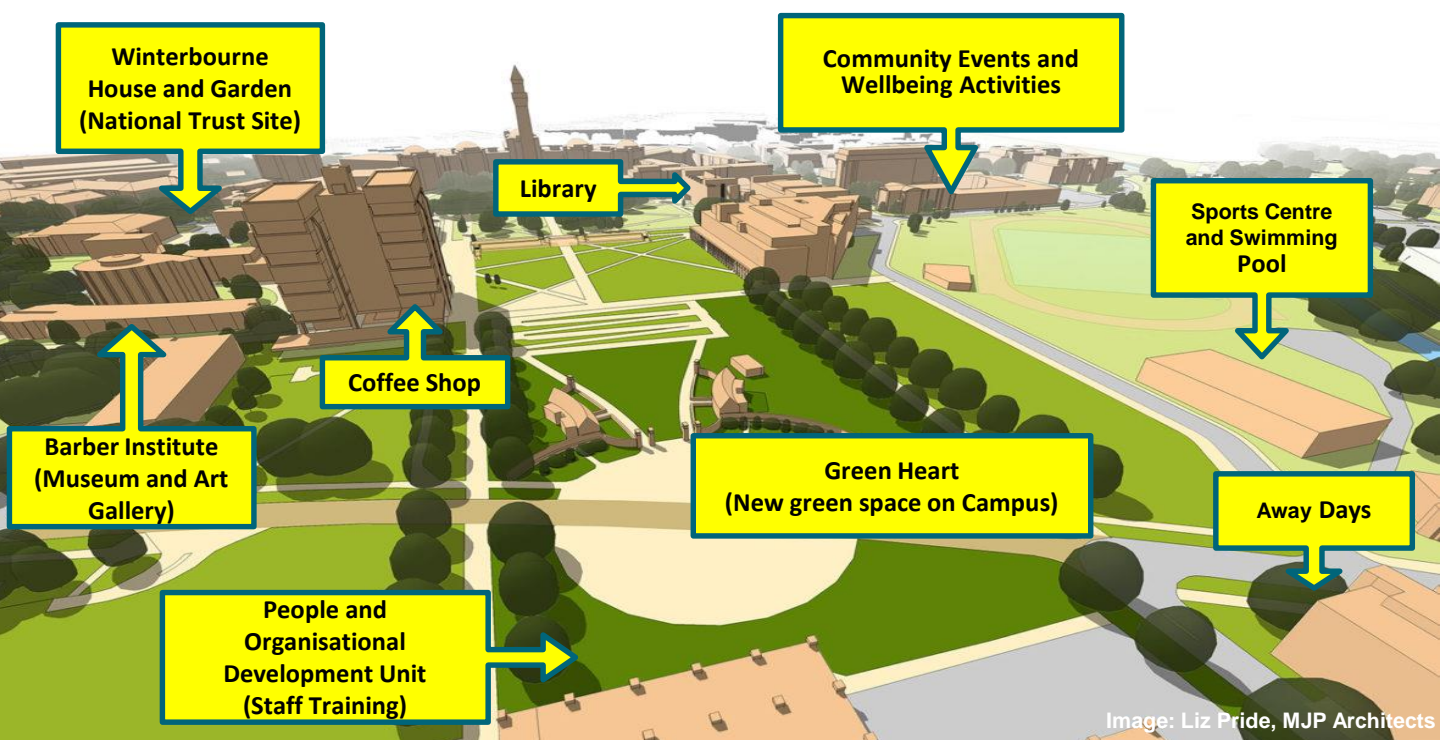


Image: Liz Pride, MJP Architects

THE UNIVERSITY OF BIRMINGHAM APPROACH

At the University of Birmingham, we have been exploring if KPIs can be framed more innovatively to capture and enhance the achievement of workplace wellbeing. In addition to traditional metrics, we also assess other capabilities and engagement as part of an individual's overall performance:

Attendance at team-building Away Days and community-organised wellbeing events.

Prioritising time spent on self-reflection and to plan for or manage the impacts of change.

Undertaking personal development and broader training activities.

Maintaining a healthy work-life balance and engaging with University life outside of the office.

Building and demonstrating resilience and the ability to cope with customer expectations or organisational stress.

