Welcome

No sooner have we gasped for breath at the end of a busy summer then the new term is upon us. Let me start then by acknowledging and thanking all staff who have worked tirelessly to support the activity across our services over the summer and to help us get ready for the busy September. We are constantly striving to excel and being the best at what we do and certainly the feedback, for example, from the 100 Vice Chancellor’s we hosted on campus in September has shown we are realising this vision.

A few key things in the newsletter this month – we highlight the way in which we have developed a sports facility in partnership with other organisations for the first time. This model of partnership with others is going to be important for all parts of Commercial Services as we go forward. We report on further investment, this time in the mail room to help us improve the efficiency and smooth running of our service and also announce a new away day and staff shadowing scheme to help us encourage a positive work environment where staff are known to each other!

Every month we are making progress in delivering our strategy and I thank you for your contribution to this.

Stewart Ross
Head of Commercial Services

We Make All of this Possible!

We wanted to share some statistics to show how hard our teams have worked and demonstrate the impact that everybody in Commercial Services make throughout the year across campus.

Some impressive figures!!

75,000 day delegates
AT 1,850 EVENTS
WE SOLD 95,000 LATTES!

43,000 SANDWICH MEAL DEALS VALUING £149.5k

301,323 GYM VISITS & 108,608 SWIMS

WE INVESTED £1m ON NEW BOATHOUSE & £1m ON GYM EXTENSION

82,000 SLICES OF TOAST SERVED

268,176 LETTERS THROUGH THE MAILROOM

MOST POPULAR MEAL DEAL = CLASSIC MEAL DEAL

MOST POPULAR CHOICES: BLT SANDWICH, SALT & VINEGAR CRISPS, DIET COKE

9 athletes at the Commonwealth Games

TWEET FOLLOWERS
Leeds Gryphon: 1862
The Edge: 2536
Great Food at Leeds: 760
MEETinLEEDS: 3935

Commercial Services
Ensuring the Mail Comes on Time: New Equipment Investment

Delivering the mail - distributing it on time and to the right place - is a really important role we have in Commercial Services.

Last year we had over 268,176 letters go through our service. We try to do this as efficiently and effectively as possible and we are always looking for ways to improve it where we can.

New Royal Mail rules for ‘franking’ (an alternative to stamps) means that we have been challenged to update our equipment.

This past few months Harminder Kalyan, our Mailroom Supervisor, has been investigating an opportunity for sourcing new equipment. This new equipment when used will enable us to reduce the charges we incur from Royal Mail as well as increasing the likelihood of letters being received on-time.

We have therefore made a decision to upgrade our equipment. This investment of around £10,000 will bring us a return over 3 years of almost 200% as well as improving our delivery performance.

What better way to showcase our excellent service and that we are delivering value for money than by providing a conference for all the Vice Chancellor’s in the UK!

The MEETinLEEDS team welcomed more than a hundred Vice Chancellors to campus as well as government officials, MP’s and journalists who were attending the Universities UK annual conference.

Over 200 delegates made use of our facilities over the course of the three days and our teams worked hard to make sure that the prestigious event was a successful one.

In addition, over 350 delegates attended the Royal College for the Society of Language Therapists (RCSLT) and the Communication Matters conference returned for the third year with 420 delegates using our residences, meeting spaces and catering venues.

Feedback from all three events has been extremely positive. Congratulations to our conference and events teams!

The £1.2 million facility has been funded by the University, British Rowing, Sport England and WREN (a landfill charity) and will be a base for the University Boat Club and Leeds City Rowing club providing rowing opportunities for our students as well as the wider community.

It’s a really important step for Commercial Services; developing new facilities and services in partnership with other organisations, where it makes sense, to maximise the student experience is a key plank of our approach.

We will be exploring this type of partnership across all our activity as we move forward.

New Commercial Services Website Launched

Commercial Services has launched a brand new website that explains our vision, values and business areas in order to give people a better understanding of all the hard work we do across our teams.

The website has links to all of our separate service websites and also includes a new page on our staff recognition programme, Spotlight, with a simplified form for nominating staff.

This FD Matters Extra newsletter will also be available to view online, as will all of our past editions, allowing you to easily keep up to date with the latest news from across the service.

We plan to develop this site into a portal for communication to our staff and hope it will help us improve our shared understanding of commercial service progress as we implement our strategy!

You can visit the website at: http://commercialservices.leeds.ac.uk