

fd matters *extra*

Commercial Services

News from September 2014

Our Vision: By 2015 we will provide excellent, financially sustainable services and facilities to our customers, which will make a significant contribution to the University's world class aspiration.



Stewart Ross
Head of Commercial Services

Welcome

No sooner have we gasped for breath at the end of a busy summer than 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.

We Make All of this Possible!

People **Finance**

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!!



MOST POPULAR MEAL DEAL = CLASSIC MEAL DEAL
MOST POPULAR CHOICES:
BLT SANDWICH
SALT & VINEGAR CRISPS
DIET COKE

75,000
day delegates
AT 1,850 EVENTS



301,323
GYM VISITS
&
108,608
SWIMS

82,000
SLICES OF TOAST SERVED

£1m INVESTED ON NEW BOATHOUSE **£1m** INVESTED ON GYM EXTENSION

9 athletes & **5** medals at the Commonwealth Games

TWITTER FOLLOWERS

Leeds Gryphons: 1862
The Edge: 2536
Great Food at Leeds: 760
MEETinLEEDS: 3935

Away Days & Staff Shadowing

People

Over the past two years we have been running a leadership programme with key leaders in Commercial Services.

During this programme participants have come up with new ideas for the way that we run our services.

One of the changes recommended this year was for some tweaks to our Spotlight programme and all staff should have seen some information about this circulated recently.

Another recommendation was for an opportunity for all staff in Commercial Services to come together at an away day. Planning for this in early 2015 is now underway and is being led by a group of staff from different areas of Commercial Services.

We have also started to arrange a work shadowing programme which will allow staff who are interested in working in other parts of Commercial Services a chance to spend some time shadowing a colleague in that section as part of their development. Information will be circulated about this in the coming weeks.

We would like to thank the teams of staff who have come forward with these ideas. We will have more exciting changes to report in the next edition!



Boathouse Officially Opened

Customer Operations Finance

As many of you will now know the new Boathouse was officially opened on the 17th September by the Vice Chancellor, Sir Alan Langlands, and the Chair of British Rowing, Annamarie Phelps.



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.

HOT OFF THE PRESS!!

Customer Operations

The gym at The Edge has re-opened after extensive refurbishments over the summer that include an extension, new state-of-the-art equipment and a large weights area. We'll have more details in next month's newsletter.

New Commercial Services Website Launched

People Operations

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

Lecture Capture Update

Customer Operations Finance

All rooms are now equipped with the lecture capture system and it is now recording scheduled teaching events across the campus. The teams across Facilities Support Services (FSS) have

worked hard over the summer to make sure that this project has been a success. Well done!

234/234
rooms now
equipped!

Ensuring the Mail Comes on Time: New Equipment Investment

Customer Operations Finance

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.

MEETinLEEDS Welcome Vice Chancellors to University

Customer

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!



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>

Our Strategy

People

Valuing & developing our staff

Operations

A sustainable, effective and efficient organisation

Finance

Financial sustainability

Customer

Delivering an excellent customer experience

Our Values



Show You Care



Know Your Stuff



Share a Smile



Go the Extra Mile