We’re University of the Year!

As you will know, the University of Leeds has been named University of the Year 2017 by The Times and The Sunday Times’ Good University Guide.

Chosen by a distinguished panel, the Guide showcases the excellent student experience at Leeds. This is a huge achievement for the University and demonstrates the investment in time, resources and people that has contributed towards the student experience. As a team, we should all feel extremely proud of the contribution that each service within Commercial and Campus Support makes to the overall performance of the University. We have worked tirelessly to continue to improve the service and facilities we offer and this award is in part testament to that hard work.

This is an award for all of us – thank you for the contribution you have all made to continuously improving our service!

Building work

It’s an exciting time on campus as many of the refurbishments that make up the £520m investment to create a world class campus are firmly underway, with some due for completion in the next few months!

SMT Viewpoint

Starting my career in Sport & Physical Activity 15 years ago and now working across the FD, I’ve had the privilege of working with a number of fantastic services, teams and people on different projects. My team and I are responsible for Business Development and Performance. This involves managing changes to systems and processes and being responsible for the measurement and reporting of performance and customer satisfaction.

By better understanding our performance through our IT systems, customer surveys, comments or via our touchscreen surveys we are able to understand where improvements are needed. Improvements can be small – consistency in the way we answer the phones or changing the shift handover sheets in security; or large – introducing an online print ordering system or the EQMS system for managing audits. Whether small or large, customer facing or behind the scenes, all these improvements will enhance the customer experience.

If at any time you have a suggestion on how we can improve the customer experience, please raise it with your Line Manager, we would love to hear it – if you are thinking an improvement could be made, I’m sure our customers are too!

Membership sales up

Membership sales at The Edge have increased following a successful new campaign. This year the team came up with a fun emoji marketing campaign to engage with the student population across campus, aiming to encourage students to buy Edge memberships and to stay fit and healthy.

The front of house reception and sales team have successfully dealt with plenty of walk up sales and enquiries, and the membership sales results have been fantastic.

N-ice work

Using the new wide format printing machine, PCB has provided the signage wrap for an industrial container which will soon be off to the Antarctic as part of a Research project.

Find out more

http://sport.leeds.ac.uk/back-to-the-edge
**Paralympics success for Leeds**

**Operations**

KIM DAYBELL  
Table Tennis

CLAIRE CASHMORE  
Swimming

KAREN DARKE  
Hand Cycling

LAURA SUGAR  
Athletics

GRACE CLOUGH  
Rowing

Find out about our University of Leeds athletes in Rio at http://www.leeds.ac.uk/rio

**Varsity: 4-5 October**

Leeds Varsity, a sports competition between rivals University of Leeds and Leeds Beckett, is the biggest sporting event in the University calendar and climaxes with one action-packed day, featuring over 60 fixtures across 25 different sports. This year it was our turn to host, so Commercial and Campus Support staff from Leeds Sport, supported by the FD Marketing and Communications team, worked hard to create a Varsity buzz around campus.

The day culminated with the Men’s Rugby Union Grand Finale at Headingley Carnegie Stadium, attracting an audience of over 14,000 students – making it the second largest event of its kind in the country!