

fd matters extra

Commercial and Campus Support Services

News from September to October 2016

Our Vision: 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.

SMT Viewpoint



Malcolm Dawson
Acting Head of Security

As the new kid on the block within the CCSS Management Team, it is my pleasure to write this month's foreword. Many years ago Security came under the umbrella of Campus Support and I am delighted that Security Services are now working within Commercial and Campus Support Services.

The security mission is to ensure that the University is a safe and secure environment for all students, staff and visitors, both on and off campus. Student service and supporting the University of Leeds is at the forefront of what we do and continue to do, even through times of change. The Security mission remains as strong as ever!

Without doubt the Security Service is linked across many different areas and departments across the entire University community and we strive to continue to provide a first class customer service to everyone that we come into contact with.

New look lecture theatres open now

Customer **Operations**

The first lecture took place earlier this month in the newly refurbished Roger Stevens lecture theatre 8. Teaching staff and students were very impressed with the new facilities, with some lecturers even taking to Twitter to share their excitement about teaching in the new space!

The state-of-the-art refurbishment is part of the wider £2.8m, sector-leading redesign of our lecture theatre spaces that's taken place this summer.



Led by the Facilities Support Service, these upgraded spaces will improve teaching for staff and students alike. It's also a good example of how our work is impacting on the University strategic plan.

Large increase in online orders

Operations **Finance**

The Print & Copy Bureau recorded a large increase in customers using their online print facility in August, with orders increasing by almost 700% year on year!

Peter Rous, Print & Copy Service Manager, says: "Print customers are increasingly expecting to be able to order their work online now, rather than visiting us directly, and this is a trend that we expect

to continue. We had 655 orders through our online store, compared to just 82 last year".

PCB have been working on two online initiatives over the past 12 months: PrintCloud, an online print facility for students; and a promotional merchandise online store, which is expected to go live later this year. Congratulations to the whole team involved in delivering this new initiative!

Reaching out to staff

People **Operations**

It has been 'exhibition central' for the MEETinLEEDS Sales Team. Attending their first Independent Venue Show on Tuesday 11 October in Manchester, the team are flush with new contacts and enquiries.



The Team On Tour schedule started up again for the new academic term. The first location was in the Business School, and saw the team meet new and familiar faces to talk through how they can help our academic and professional staff deliver on their school, faculty and University strategy.

The MEETinLEEDS team are committed to helping our colleagues demonstrate their impact on the University's strategy. A conference provides a real platform to showcase interdisciplinary work, as well as help to ensure the Business School is visible on a local, regional and international stage.

Ingenious cleaning invention

Operations

Well done to Kevin Banks, Cleaning Supervisor who has developed an ingenious invention – 'The Bin Prop'. In conjunction with Mechanical Engineering they have developed a simple tool to keep the bin lid safely open whilst depositing the waste in the bin!



"This is a great example of improving safety and efficiency

of waste management in the University." – Janet Willis, Cleaning Services Manager

Security Service dogs work day and night

Customer Operations

It may come as a surprise but the University Security Service has its own in-house dog section, one of the only dog sections currently deployed within a UK university.

For over 20 years the three handlers and their dogs have patrolled all University residences at night, primarily as a reassuring sight and to help ensure the safety of students and staff living and working in these areas. Expertly trained to the highest of police standards, by West Yorkshire Police, the team

will now keep campus secure during the day as well as night. The handlers and their dogs will patrol the campus and off-site locations during the day, as each one has now joined one of the core security teams following a refresh of the Security Team.



Fresher's Week news reaches 90,000

Customer Operations

Talking to and engaging with our customers through social media is an ever growing method of communication with customers at universities, but it's constantly changing and requires carefully planned and joined up campaigns to really maximise its potential.

During Fresher's Week, colleagues in the FD Marketing and Communications team were tasked with helping ensure we had the most effective and engaging activity for our various services through social media.

The team created hashtags, videos, animations, competitions, paid advertising techniques and clever language to ensure success and resulted in over 90,000 people seeing our messages and 53,133 webpage views – up by 3% on last year!

To help further professionalise our social media activity, the team have recently created a new FD social media policy. It highlights ways to ensure our social media is planned and more effective, and is being rolled out to teams in the forthcoming weeks.

We need your Staff Suggestions

People Operations

We're great at what we do, but do you have any ideas on how can we make it even better?

Staff Suggestion week begins on 18 November, and we look forward to hearing your ideas on how we can improve our services.

You can of course send in your ideas all year round, just email your suggestions to CSstaffsuggestions@leeds.ac.uk, complete the online form at commercialservices.leeds.ac.uk/staffsuggestions, or complete a staff suggestions card and return it to your Line Manager.

People Working Group

People Operations

The People Working Group (PWG) is made up of colleagues from across our service. We support the leadership team to develop and deliver interventions that will have a positive and lasting impact on us all.

Over the next two years we will focus on celebrating our fantastic work through initiatives such as Spotlight; work with staff to understand the importance of our organisational culture;

consider what a successful culture looks and feels like; continue to reinforce the CCSS values; provide focused leadership development sessions through the Informal Leadership Network, and take a lead in organising the annual CCSS Staff Away Day.

If you have any contributions or feedback please share them with your PWG representative. Visit commercialservices.leeds.ac.uk/PWG to find out whose on the People Working Group.

The Book Club set for January 2017

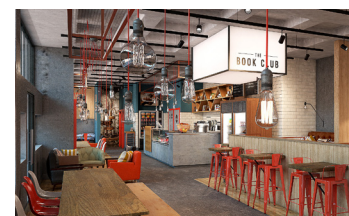
Customer Operations

Work is well under way for Great Food at Leeds' latest new café in The Edward Boyle Library. FD Extra can now reveal the name of the outlet will be The Book Club. With a focus on fast service, quality coffee and a diverse range of grab and go food options, the café is set to be a bustling retreat in the heart of campus.

Following on from the successful launch of the Worsley building's PURE café, The Book Club will bring its own identity with a contemporary urban interior design whilst preserving the brutalist architecture of the University buildings.

Heading up the food menu will be freshly baked pizza slices, a range of packaged lunch options for those on the go, and a freshly prepared deli salad of the day.

With the space due for completion in December, The Book Club will open its doors in early January in time for the busy exam period and the start of the second term.



National Fitness nomination

Customer Operations

Congratulations to all of the fitness staff at the Edge, as the facility has been shortlisted for the Regional Gym of the Year and Group Exercise Gym of the Year at the National Fitness Awards.

The annual event recognises excellence and achievement in gyms throughout the country. Winners will be announced on Friday 2 December.

Good Luck from us all!

Our Strategy

People

Valuing & developing our staff

Finance

Financial sustainability

Operations

A sustainable, effective and efficient organisation

Customer

Delivering an excellent customer experience

Our Values



Show You Care



Know Your Stuff



Share a Smile



Go the Extra Mile

We know we're getting it wrong when we:



Say "it's not my job"



Openly criticise colleagues



Sap energy from others



Ignore issues and problems