

fd matters extra

Commercial and Campus Support Services

News from November to December 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



Shelley Fox
Management Accountant

While we are all looking forward to an enjoyable Christmas break, Finance are also looking a little further ahead and are busy working on IPE (Integrated Planning Exercise). This is the University's name for the annual budget setting process where we prepare plans for the next five years.

I look after the finance for Catering and Sport & Physical Activity, so the starting point every year is how we are performing currently and then trying to predict how that may change. With the anticipated rise in student numbers, as a result of being voted University of the Year, and the impact of the campus developments it can be quite a juggling act! This year has already seen the extremely successful opening of PURE Café in Worsley and it looks like The Book Club opening in Edward Boyle Library in January will be just as successful. Also, in SPA we are gearing up for the exciting Cycle Track and Triathlon Centre opening at Bodington Playing Fields in March 2017.

With the support of the managers, I have to build a picture of how these developments will change the shape of the service and how their success can be reinvested in future projects. So, as you enjoy your mince pies this Christmas please remember that I am probably trying to predict the sales for 2022/23!

Digital tour of new lecture theatres

Customer Operations

You can take a tour of the new lecture theatres to see the transformation from then to now thanks to a video created by the FD Marketing and Communications Team.

The video has been promoted to staff and students alongside people and organisations external to the University, to showcase the amount of work that was involved and the final look and feel.

So far the video has had 300 views and through social media has reached an audience of 1.7k. This is all part of the work that Marketing and Communications are doing to professionalise and improve the impact of the various projects across the University.

<http://campusdevelopments.leeds.ac.uk/news/video-lecture-theatre-projects-complete/>

Social Media Policy and Impact

Operations

Commercial and Campus Support Services currently maintains almost 20 different social channels spread across our different business areas.

To bring these channels together the Marketing & Communications team has been working on a social media policy that aims to share good practice, make sure we conform to University guidelines, monitor and audit our social activity and offer help and advice when needed.

The new social media policy is now in place and social media managers from across the service have already started to meet regularly to discuss content planning and best practice.

The policy, and regular meetings, will allow us to be much more effective with our resources, avoid duplication of effort, measure our success and reach a much wider audience than ever before.

Police Commendations for our Security Staff

People

Congratulations to Stephen Beattie, Jeffrey Garforth, Travis Welsh and Rachel Guest, who were all recently recognised at the Annual West Yorkshire Police Awards for their exceptional work.

Stephen was commended for his outstanding bravery during an incident, where without fear for his own safety, he disarmed a distressed individual who

was brandishing a dangerous weapon in a threatening manner. Jeffrey, Travis and Rachel were commended for their teamwork during a burglary. Their observation to make an arrest, ability to detain the suspect and assist in the subsequent imprisonment of the offender demonstrated their professionalism and reactivity to keep campus safe. Well done all!



New Lost or Found Service

Customer Operations

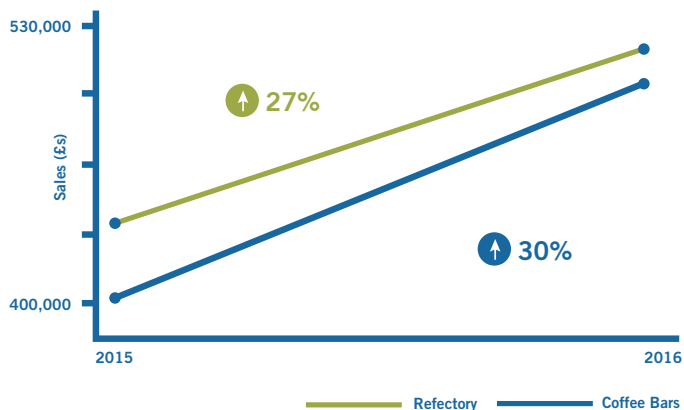
A new 'Lost or Found' facility is now open in the Roger Stevens building and will be based within the Print and Copy Bureau. This will create a central point where students can hand in or report lost property.

The initiative is a collaboration between staff within the Print and Copy Bureau and the Security Team to effectively manage the large numbers of lost or found items in the building.



Great Food at Leeds Sales Update

Finance



The Edge in National Fitness Awards

Operations

The Edge was shortlisted for Regional Gym of the Year and Group Exercise Gym of the Year at the National Fitness Awards, an annual event which recognises excellence and achievement in gyms throughout the country and took place on Friday 2 December.

National Fitness Awards' director Judith Halkerston said: "The quality and quantity of National Fitness Awards' entries just keep improving year on year and everyone who has been shortlisted this year

should be really proud of their achievement as competition was so strong and standards so high".

"We have a range of new products and services planned over the next 12 months that will further strengthen our position in the sector, improve the member experience, and give our members even more opportunities to get healthy and active. We'll be back next year even stronger!" – James Buckley Assistant Operations Manager (Health and Fitness)

Cleaning monitoring goes paperless

Operations

All supervisors have received iPads to complete the EQMS online, which will help move towards a paperless, modern system of checks and enable managers to produce reports quickly and efficiently.

The iPads also mean Supervisors can check emails on the go. The move to paperless monitoring means this will improve efficiency, communication and save money for the service.

Rock the Refectory

People

Rock the Refectory, which featured some of the best up and coming bands live in our legendary concert venue, took place on 25 November 2016. The gig raised a whopping £2,274 (nearly 10% of the total charity donation target we have set) and was a brilliant night for music enthusiasts, with around 170 people attending the event. We would like to thank everyone involved, especially:

- Emma Broadhurst, who organised and managed the event from start to finish - it could not have happened without her
- Nick Westerman, whose problem-solving abilities and contacts made the event professional and got us on BBC Radio Leeds

- Steve Keeble, without whom the Refectory would not have looked and sounded so fantastic
- Ian Addy, who helped sign-up two of the bands involved and got us a free press agent
- Molly Robinson, who sold the most tickets of any staff member and was an immense advocate for the charities on the night

The event was organised for the benefit of the FD charities, Yorkshire Air Ambulance and Cancer Research UK, to which all proceeds from the event have been donated.

Find out more about the FD charities at <http://commercialservices.leeds.ac.uk/our-charities/>



Rock the Refectory

Mystery shoppers needed!

Customer Operations

Have you ever considered being a mystery shopper for another FD area? We are currently recruiting for new shoppers for several areas.

If you are interested, please contact Hannah Cullen H.F.Cullen@leeds.ac.uk in the Business Development Team.

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

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