

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.



Josie Ormston
HR Manager
Facilities Directorate

SMT Viewpoint

The Human Resources (HR) team works in partnership with the Services and Support Functions across the Directorate providing employment advice and support, delivering the University's HR Strategy and developing and implementing local HR policies and guidelines. We also provide guidance and support to staff and line managers on a range of employment matters including recruitment, probation, SRDS, sickness absence and managing the Facilities Directorate training plan.

The University has a strategic aim that 100% of staff will have a staff review each year and all staff are eligible (except staff on maternity leave, long term sick, probation and anyone leaving within 12 months). The SRDS (staff review and development scheme) is an opportunity for you to sit down with your manager / supervisor and talk about what you are doing well, any issues you might have, discuss future work objectives and development opportunities. These must be completed by 31 July 2017.

To support, reviewers workshops delivered by the HR Team are planned to be held in May and June which will include updates on the FD training plan, training and development processes and the forthcoming staff survey.

Brownlee Centre opening

Customer **Operations** **People**



The Brownlee Centre and Cycle Circuit opened its doors to students, staff and members of the public on 28 April. The really successful opening day was led by Leeds Alum, Alistair and Jonny Brownlee, alongside the VC, Sir Alan Langlands. The event also attracted local and national media interest, including a leading feature on BBC Breakfast. A host of people representing partner funding organisations, members of staff and local school children attended to celebrate this great new facility based on the University's Bodington Playing Fields. The £5m investment further strengthens our portfolio of sports facilities at the University and helps us maintain our position of being ranked in

5th place for having the best sports facilities, as highlighted in the Times Higher Education Student Experience Survey, 2017.

Gawaine Mackenzie-Hogg, Operational Manager of the Brownlee Centre said:

“The team are incredibly excited to operate this new facility and we are confident it will be a huge success and popular with all our customers. It's open to everyone, and I encourage all staff to come along and try the cycle circuit out!”

For more details about the new facility please visit www.leeds.ac.uk/brownleecentre

Let's move campaign

Customer **Operations**



During the last two weeks of March, members of The Edge, and staff who work there, took part in Technogym's international 'Let's Move Campaign'. Technogym supplies much of the equipment at The Edge and share the same philosophy in encouraging an active lifestyle. The campaign measured the amount of 'moves' that were registered on the Technogym equipment in

gyms around the world and measured them on a global leaderboard.

Over the two weeks a fantastic 678,294 moves were clocked from over 200 energetic participants. The Edge even managed to beat the entire country of Luxemborg, who registered 580,347 moves.

A massive well done to SPA staff Tudor Bas (36,264 moves), Rachel Smythe (30,700 moves) and James Buckley (25,423 moves) who were all in the top five participants clocking the most moves. Be sure to look out for the 2018 campaign.

Suppliers Easter Fair 2017

Customer **Finance** **Operations**

The University of Leeds Suppliers Easter Fair celebrated its 17th Annual event. Organised by MEETinLEEDS, in collaboration with the University of Leeds Purchasing department, over 500 University staff and PhD students visited the Exhibition Centre to meet our suppliers.

The feedback from exhibitors and visitors was very positive, and will increase awareness of all internal and external providers. Natasha Rahanu, MEETinLEEDS Event Manager, said: “Thank you to everyone that came to the event: it was a cracking - excuse the pun - success!



Shortlisted for more National Awards

People Operations

Earlier this month the Catering Services team were announced finalists at the Cost Sector Awards. The team were competing for the coveted title of Cost Sector Catering University/College of the Year and although the winning trophy didn't make it back to Leeds this time, a huge well done goes to everyone involved.

Stewart Ross, Director of Commercial and Campus Support Services said, "We are delighted that the huge amount of work our staff have done to reshape our facilities and services across campus is being recognised nationally in this way by CUBO. As a service it is critically important that what we do meets the needs of students, staff and public users

so that they choose our offer in a highly competitive market. To continue to be marketed to offer the very best experience for all of our customers across all of our services has been crucial to this. It's an extra bonus for the Catering team to be recognised by Cost Sector Catering for the fantastic service they provide year round in the cafes, refectory, delivered catering, fine dining and the support they offer throughout the conferencing season."

Fingers crossed for more awards success at the end of June, when results of the CUBO awards will be announced. We have been shortlisted for CUBO Commercial University of the Year and CUBO Best Marketing Campaign.

Lecture theatre awards

Customer Operations

The £2.8m Lecture Theatre re-design project, managed by Facilities Support Services, which innovatively transformed some of our teaching spaces last summer has been entered into sector leading, audio-visual awards, Install Awards 2017 and INAVATION Awards 2017.

The awards are highly respected in the AV sector and, if successful, will showcase the University as a leading organisation in the use of

technology to support innovative learning and teaching. We are working in partnership with Pure Audio Visual Ltd, the contractor that was heavily involved in the installation of the technology in the lecture theatres. The award entry describes the investment made and the subsequent impact this is having on our students and staff, along with the business impact. Award announcements will take place on 29 June.

The Edit Room

Customer Operations



The Edit Room, based in the newly refurbished Edward Boyle Library, is the latest addition to the café portfolio on campus. Take a visit and let us know what you think!

Cleaning standards

Customer People Operations

You may have seen some new posters up in the toilet areas and other key locations across campus. These simple posters, which explain the cleaning standards we are aiming to achieve and a contact number for any customer issues, have been brilliantly received resulting in a much increased volume of customer feedback.

This feedback is used to quickly deal with any issues that have arisen and also alert other colleagues across the FD where necessary. The posters have also been great for raising the profile of Cleaning Services across campus and the fantastic service that is provided by our team.

MEETinLEEDS making an exhibition

Finance Operations



Exhibiting at select shows is a key component of the MEETINLEEDS marketing strategy. Meeting face to face with interested buyers is an essential part of introducing our facilities and services to our client base, and allows us to continue to assess that our offer meets their needs. The Conference and Hospitality

Show at First Direct Arena was on Tuesday 4 April, at which the team made contact with over 38 new buyers, with an enquiry value of over £100,000. Over the coming weeks the team will be welcoming them to campus for a venue visit and hopefully confirm lots of new business from the show!

All paper print to become 100% recycled

Finance Operations

The Print and Copy Bureau (PCB) is working with the Sustainability team to ensure all paper based items printed in-house are produced on 100% recycled paper.

Currently, PCB uses a combination of FSC accredited paper and 100% recycled, but there is no consistent approach, due to the higher cost of pure white 100% recycled digital

paper. However, the team aims to reduce the cost of purchasing pure white 100% recycled paper thanks to advances in digital printing technology, which will ensure all in-house printed items are printed on this paper, and in turn have a positive impact on the environment. FSC is an accreditation to certify that all paper is obtained through sustainable sources.

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