Management Viewpoint

Happy New Year! I have the pleasure of welcoming you all to the first FD Matters Extra of 2018.

I am sure you will agree with me that the CCSS Away Day was a brilliant way to start the year with inspirational speakers, fun team-building activities and the celebration of individual, team and service achievements. It was my first time at the event and it was great to see colleagues and managers from across CCSS coming together.

I’m part of the Facilities Directorate’s HR and People Development Team and I work in partnership with other members of the CCSS Senior Management Team, helping them to deliver the ‘People’ elements of our service plan. CCSS, like the Facilities Directorate, has a strategic aim to value and develop its staff, recognising that its continued growth and success relies on the commitment and satisfaction of all of you. Away Days are an opportunity for the management team to share and update on service priorities and performance; however, equally as important is seeking staff views and thoughts on what it’s like to work within the Service and the Facilities Directorate. That’s why a key priority for the HR & People Development Team over the next few months will be to work with the Directorate’s senior management teams to review the results of the staff survey, together with the recommendations from the recent Investors in People assessment and to develop action plans to help address any issues or concerns. Further details will be shared with you and updates through future FD Extra editions.

Sales promotion success

To help achieve the challenging Edge membership sales targets for 2017/2018, a brand new student promotion has been launched – six months premium membership for £150. Sales have been really positive so far and this success has been down to a cross-service effort with colleagues from Health and Fitness, Operations and the Swim Teachers, working closely with the Sales and Marketing Team, to create this campaign and promote widely through digital, print and various roadshows. We are always looking at ways to improve our offer to customers and this sustained sales and marketing effort has ensured that The Edge remains competitive and offers customers the very best value for money.

Biggest news story of 2017

The University communications team reviewed the most read University news stories on Twitter and we’re delighted that the most read story of 2017 was a CCSS story – the opening of the Brownlee Centre! This highlights the collaboration that takes place between CCSS and other University departments to maximise news stories and raise the profile of our services.

Fantastic fundraising - thank you!

Supporting local and national charities is a key part of our Service’s work, and allows all of our staff to develop new skills at the same time as raising money for great causes. To date we have raised a fabulous £15,000 towards our chosen charities, the Alzheimer’s Society and Children’s Heart Surgery Fund.

Upcoming events include #WearRedDay, on the 2 February, and an opportunity to take part in a skydive later this year, with all funds going towards hitting our £20,000 target for the year. The new charities for 2018/19 are: the Bambisanani Partnership, a life-changing project led by our Gryphon’s Abroad in SPA and, as voted for by staff at the recent Away Day, Candlelighters, a local charity fighting children’s cancer.

To find out more about #WearRedDay or for the opportunity to skydive for our chosen charities visit facilitiesdirectorate.leeds.ac.uk/our-charities

PCB operations save money

Improving the way the Mailroom operates, at the same time as making costs savings, is an excellent example of good practice within our Service. To improve the throughput of mail and increase efficiency, PCB has invested in a new franking machine and sold the old equipment to UK Maths, thus reducing the overall cost to the service.

PCB operations save money

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.
Our lifeguards rank in the UK top three!

Our commitment to developing and training staff is really important to us and it’s very rewarding when we are recognised for our expertise in national competitions. Not only does this make us incredibly proud of our staff but also ensures that as a University Service we consistently provide high levels of service to our customers. In October 2017, colleagues from SPA did just that when they competed in the Royal Life Saving Society Lifeguard Triathlon, and came in 3rd position in the country overall! Well done to the 29 members of staff who took part and who achieved top-50 ranking in the individual stakes. This amazing result is a testament to our SPA Lifeguard Trainers, and the positive impact and influence they have on the Lifeguard team.

Making our Teaching Spaces even better

The Facilities Support Services Team are planning ahead to maximise time to refurbish central teaching space facilities during the Easter and summer holidays. Finding ways to improve our Central Teaching Space and provide the best experience for users is integral to the work of the Service. During Easter, refurbishment work will take place in the Worsley building followed by a £1.5m improvement to AV equipment in Parkinson building, Roger Stevens, Michael Sadler, Liberty Building and Worsley in the summer. Our ongoing commitment to provide the best facilities has also led to us being shortlisted in the national AV Awards 2018! Well done team!

Catching cycle criminals on campus

Security Services always strive to improve and maintain cycle security on campus. Through partnership work with PC Becky Hurrell and being part of the University Cycle Action Group, the team are finding new ways to be more efficient and effective in their work to reduce cycle crime and theft on campus. The success of this way of working has recently resulted in a prolific cycle crime offender on campus being sentenced to over three years in prison and has been given a Criminal Behaviour Order, including a five-year ban from touching cycles or carrying anything that could be used in the theft of cycles.

Devonshire Hall showcase

The MEETinLEEDS team welcomed colleagues from the University and Leeds City Council to Devonshire Hall in December, to showcase how the beautiful off-campus venue is perfect for conferences, meetings and team building. The team gave short tours around the venue to promote the 30% off room hire special offer running at the venue between January and April. Activities such as these allow us to continuously improve on our customer offer and help to raise the University’s venue profile, not only within our internal markets but also with key external customer groups.

What a day – CCSS Away Day

Amazing, fun, brilliant, a great way to meet fellow colleagues – these were just some of the ways in which you all described this year’s CCSS Away Day. Our annual event is a great opportunity for us to celebrate our performance as a Service and recognise our staff through the annual Spotlight Final Awards.

The day began with a welcome from Stewart Ross and a presentation from the People Working Group. This gave us all the opportunity to reflect on, and look back, over our successes and achievements for 2017. It highlighted the valuable contribution that we continue to make, year on year, to the University, its students, staff and the wider community. Representatives from our nominated 2017 charities also came along to share with us the significant impact that our fundraising efforts are having on children with heart problems across Yorkshire, older people affected by dementia and deprived young children in South Africa. This year’s keynote speaker, Andy Grant shared his inspirational life story, leaving many of us moved and greatly inspired!

Our Away Day is also an important time where we thank and acknowledge our staff at the Spotlight Awards. We were joined by the Vice-Chancellor and Francesca Fowler, who presented awards to our winners. This was followed by a re-energising lunch which set us up for the afternoon games and activities. The charity raffle, which boasted some amazing prizes, helped raise £334.

For those who were not able to join us, we extend our thanks for keeping our services running. Many thanks also to the People Working Group for expertly organising the day. We’ve captured the highlights of the day in the Away Day supplement at the end of this newsletter!

New campus cafes

The GFAL team are busy working on plans for three new exciting cafes on campus. The cafes will provide a vital service for the University community and will be located in NEXUS, the new Central Teaching Space building which will be located on Mount Preston Street on campus and within the new flagship Sir William Henry Bragg building. Detailed drawings are being compiled for all of these projects, and we hope to be able to share these with you over the next few editions. In addition, the GFAL team are scoping out plans for the refurbishment of the Dentistry Café, which is taking place in the next few months and will be another PURE Express outlet.

Our Strategy

Valuing & developing our staff

Financial sustainability

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
Stewart welcomes all to the day!

Making paper towers isn’t that easy!

Celebrating our achievements!

Serious faces on!

Moving words from Andy Grant

Time for a team handshake

Having a laugh!

It’s Hakka time!

The winner is…….

Anyone for dominoes?

Photo booth fun!

The winners!
CELEBRATING OUR STAFF

putting our stars centre stage

ROUND 1
Spring 2017 Winners

Innovative and Creative: Imran Mahmud
Helpful and Supportive: Catriona Ward Sell
Friendly, Fun and Positive Attitude: Michaela Pye and Aneta Rus
Trust and Respect: Kiran Bhogal

ROUND 2
Summer 2017 Winners

Innovative and Creative: Jake Harrison
Helpful and Supportive: Sue Tattersall*
Friendly, Fun and Positive Attitude: Adel Chermiti
Trust and Respect: Tilly Hall

ROUND 3
Autumn 2017 Winners

Innovative and Creative: The Swimming Teacher Team*
Helpful and Supportive: David Sutton & Ian Cooper
Friendly, Fun and Positive Attitude: Kieron Brissett-Grant*
Trust and Respect: The Refectory Kitchen Porter Team*

* Overall Winners for 2017.