

fd matters extra

Commercial and Campus Support Services

May 2018

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.



Harriet Boatwright
Sales and Marketing Manager
for MEETinLEEDS

Management Viewpoint

In the words of John Donne “No Man is an Island” and for the Conference Team this is never more true than during conference season. We welcomed a number of important conferences over the March/April period and the success of these is always a credit to the prolific teamwork across the Commercial and Campus Support Services, and the campus as a whole. We are always so very grateful for the work that our colleagues across all of our seven departments do in support of conferencing activity, and with another round of Spotlight Awards due this month it is a prime time for us to acknowledge those teams and individuals who so very clearly demonstrate our service values.

Please accept a big thank you from me to you, on behalf of the Conference and Event Team, for supporting the outgoing conference season and in anticipation of your tireless support and contribution to the incoming summer season.

Award nominations for MEETinLEEDS

Operations Customer



Achieving industry recognition through nominations for prestigious awards is an integral part of MEETinLEEDS business strategy. National sector accolades present important opportunities to profile the exemplary conference service that we have here at Leeds, and ensure we maintain a sustainable and competitive edge amongst other conference venue providers. Recently, the team have been nominated for three awards at two prestigious award ceremonies. At the Conference & Hospitality Show Awards 2018 on 31 May, the nominations are for Best Academic Venue and Best Sustainable Venue. At the Conference Awards 2018, 29 June, the nomination is for Best Partnership or Collaboration.

Harriet Boatwright, Sales and Marketing Manager for

www.meetinleeds.co.uk/meetinleeds-shortlisted-for-3-awards

MEETinLEEDS said: “I am so proud of the team in the wider conference service for the excellent work they do every day – the awards are a testament to that! We have a unique approach to the way we deliver our customer’s needs, for example, one of our key aims is to work with academics to deliver their objectives whilst also creating the links to deliver University strategic goals, such as enhancing the University’s profile and reputation through impactful engagement. This balance ensures that we not only deliver an excellent service to our customers but we also deliver on key University strategic aims. The team would also like to thank the other services that work hard behind the scenes to make our events possible – we couldn’t have done it without you!”

Customer Service Excellence Accreditation

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CUSTOMER SERVICE EXCELLENCE®



Over the next 12 months Commercial and Campus Support Services will be working towards achieving the Customer Service Excellence Standard (CSE). Our Senior Management Team are completing self-assessments and will develop improvement action plans for Campus Support, Commercial Services, Sport and Physical Activity, and Marketing

and Communications. A group of nominated CSE champions will then work with teams across the service to review processes, and identify and deliver improvement opportunities. This is an exciting opportunity to celebrate success, to drive the improvement of our service and to ensure our customers are firmly at the heart of service delivery. Please speak to your line manager for more information.

Your ideas matter!

People

Thank you for your suggestions during this year’s CCSS Suggestions Week. Hearing your ideas on how we can improve as a Service, from business improvement suggestions to new customer experience ideas, is incredibly valued and ensures that we constantly improve as a Service. You still have time to send in your ideas. For more details visit commercialcampussupport.leeds.ac.uk/staffsuggestions/

The hard work and commitment of all CCSS staff is really valued, and one way in which this is acknowledged further is through the Spotlight Awards. If you know anyone in the Service who deserves recognition for their work, commitment, energy and enthusiasm, consider nominating them for a Spotlight Award. You can make an online nomination here commercialcampussupport.leeds.ac.uk/for-staff/spotlight or email spotlight@leeds.ac.uk



UNIVERSITY OF LEEDS

The Golden Rules of GDPR

Operations Customer

As you may be aware the General Data Protection Regulations (GDPR) will be coming into effect on 25 May 2018. The new regulations will impact on how we collect, store and use data across the Service. Data Champions have been identified in each Service, and work has been done to look at how these new regulations will affect what we do. We have been looking at all the sources of data and processes relating to personal data within the Services, and are creating action plans to address any areas that do not currently meet the new regulations.

Compliance with the regulations is everyone's responsibility, and the Data Champions are in the process of creating 'Golden Rules' documentation to highlight what is important for you to know in your role. You will be asked to read and understand these and adopt them in your day-to-day work. More information is available at www.leeds.ac.uk/secretariat/data_protection but if you have any questions regarding GDPR or data protection concerns please speak directly to your Line Manager, who will be able to signpost you to the Data Champion for your area.

Tour De Yorkshire helps boost sales at the Refectory

Operations Finance



Tour de Yorkshire and cycling fever arrived at the Refectory this month in the form of a short-term marketing campaign to increase footfall and sales. A range of themed food options were on offer to customers, showcasing our Yorkshire suppliers and highlighting our commitment to

offering value for money. During the period of the campaign, transactions in The Refectory generated £6.5k, an increase of 12% on last year. Positive interactions with our customers on social media showed a boost in awareness of the brand. Campaigns such as these not only help boost financial objectives in the short term but also strengthen our offer and reputation of delivering excellent products and service to our customers.

Healthy Week 2018 - are you in?

People

Let's.Do.This.Again.

This year's Healthy Week will take place from Monday 4 to Sunday 10 June. Last year's successful collaboration between Sport & Physical Activity colleagues and the FD Marketing and Communications team inspired an overwhelming 200 campus wide

healthy week heroes to promote Healthy Week activities amongst their colleagues. This year's programme has even more events and activities for staff to take part in and the team aim to smash 2017's record of 200+ Healthy Week heroes! Investing in the health and wellbeing of our staff is very important, find out more at www.leeds.ac.uk/healthyweek

Award win for Facilities Support Services

Operations Customer People



Congratulations to all the colleagues in Facilities Support Services who were recently awarded a Best Practice Award at the British Association for Cleaning in Higher Education Awards (BACHE). Liz Brittain, Service Manager said: "Over the last 12 months, we have made significant changes to the delivery of services by our Facilities Assistants (porters). This has

resulted in the enhancement of service delivery, an increase in financial efficiency and an improvement in staff satisfaction. This recognition from BACHE showcases the creativity, innovation and teamwork displayed throughout this period in order to achieve our vision. I'd like to thank all of my team for their hard work and commitment towards meeting our service aims of delivering an effective and efficient service whilst also providing excellent customer service. This award also enables us to assist other members of BACHE through the sharing of good practice. Well done everyone!"

Lights, camera, action at the Brownlee Centre

Operations Finance



Following the hugely successful opening of The Brownlee Centre last year, Sport & Physical Activity (SPA) have been approached by a number of commercial companies and brands who would like to hire the facilities for advertising purposes. This type of booking has increased in regularity due to the profile of the facilities and the elite athletes who train there. Many of the companies come to us asking to film adverts or have photoshoots with the athletes using our facilities. At the beginning of the year supermarket giant Aldi approached us to use the facilities to film their next advert featuring the Brownlee brothers. Although an exciting opportunity for SPA, it presented a number of important

issues which required consideration before we could confirm the opportunity with Aldi. We collaborated with the University Communications Team to ensure that this advertising opportunity would have a positive impact on the reputation of the University, and consultation with the Conferencing and Events Team ensured that we maximised this opportunity as a commercial financial gain, ensuring no income was lost due to the site being closed to customers for the duration of the filming. Effective team working and cross-team collaboration successfully enabled Aldi to film earlier this month! Make sure you look out for the TV advert when it comes out!

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