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.

Management Team Viewpoint

Over the last few weeks I have been in the privileged position of meeting with, and chatting to, our Spotlight winners from the 2018 rounds of our recognition scheme. What a wonderful bunch they are! Demonstrating how their everyday mission delivers for our customers, and going the extra mile to perform their duties and to delight our customers. You will find out more about this at the CCSS Away Day on Tuesday 8 January and we very much look forward to seeing you there!

As we head towards the Christmas break, we thank those colleagues who are part of our 24-hour services for their commitment and work over the festive period. And for all, we wish you a very Merry Christmas and a Happy New Year.

Great Food at Leeds (GFAL) have been working with a food safety consultant to review our existing food allergen processes and training. As a result of this review, GFAL have made further improvements to the communication of allergen information including the introduction of a “Don’t be afraid to ASK staff about Allergens in our food” message with the #Speakupkeepsafe to ensure that our customers are fully informed about the food we serve and how to access product information.

MEETinLEEDS have won a prestigious award at the Academic Venue Awards (AVA) at the University of Birmingham. The team scooped the accolade for Best Accessibility, which comes on the back of winning the ‘Best Partnership’ award at the Conference Awards in June. The judges recognised how the MEETinLEEDS team and University are aligned in their shared strategy to make the University of Leeds a more accessible and inclusive venue for all conference delegates and visitors. Harriet Boatwright, Sales and Marketing Manager for 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! The team would all 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!”

As part of the University-wide campaign to reduce single plastic use by 2023, Print and Copy Bureau have been working with both the Alumni and Sustainability teams to seek alternative products to replace the plastic wrappers used in the production of the Alumni magazine. The publication, which has a circulation of 220,000, will now be distributed in sustainable paper envelopes going forwards.

The Education Spaces Group have endorsed the summer 2019 cyclical refurbishments plans for 46 Central Teaching spaces in time for us to seek approval from Capital Group in January 2019. In addition to AV equipment upgrades and general refurbishments, Facilities Support Services (FSS) will also be tasked to manage the replacement of lecture capture equipment, which is now five years old and due for upgrade. The total value of these two projects combined is just over £2m and is a credit to all of the FSS team who are trusted to manage this investment on behalf of the University Digital team.

A consultant has been appointed by Estates to complete a review of the control room and all associated alarms, CCTV and security systems. The aim of the review is to help us identify any system upgrades or advanced technology on the market that will help us to continuously improve our responses to, and management of, incidents.
Exceptional teamwork from CCSS

A huge thank you to all staff across CCSS who supported the University throughout the recent power outage incident. It was a fantastic example of staff teamwork to ensure that, as much as possible, the University could continue as normal. A number of staff from across the service helped to restrict access, give advice, or were prepared to work in other areas to ensure populated parts of the campus continued to operate as effectively as possible. Thanks go to the supervisors and managers who acted so quickly to coordinate this response.

Events team invest in online registration solution

The Conference and Events team have recently invested in a new online registration solution for events held at the University. Working with colleagues across the campus, the team will use Aventri to manage the online registration process. By creating bespoke websites for events this will allow them to promote the event with details of speakers, venues, sponsors and papers. In addition an Abstract Management module is available to support Schools and Faculties.

Anthony Lowe, Conference and Events Manager (Operations), says; “by using this new tool we hope to improve the experience of delegates attending events at the University, whilst becoming more effective in the way we manage both internal and external conferences”.

The Edge wins Education Facility of the Year!

We are proud to announce that The Edge has won ‘Education Facility of The Year’ at the National Fitness Awards 2018. The National Fitness Awards is an annual event which recognises excellence and achievement in gyms based in education facilities throughout the country. This is a fantastic achievement, as we have previously been shortlisted finalists in various categories, but never won an award. Judges scored The Edge highly based on the range of equipment and group classes available, as well as the ability to support a range of sports clubs and elite athletes, and the experience it provides for those living and working on campus. Suzanne Glavin, Head of Sport & Physical Activity said: “I’m delighted for the whole team who work tirelessly to provide a great experience for all our users. It’s especially pleasing that the award recognises not just the range of our facilities but how we engage students, staff and the community and how we are successfully spreading the word about health and fitness. This effort is in line with our new joint emerging plan Do What Moves You which will be published in January 2019.

A great month of charity fundraising

December has been a very busy month of fundraising across CCSS and the wider Facilities Directorate. £2940 (and still counting) has been raised from the annual Christmas Fair Trade event in the Parkinson Building and this year’s FD Advent calendar. This takes our fundraising total for Bambisanani Partnership and Candlelighters to £10,512. We also raised £1190.01 for Poppy Appeal Leeds. Donations to the appeal were collected through collection tins in our coffee shops, Refectory, The Edge reception, FD Building and PCB Reception. Well done all!

Commercial & Campus Support Services

SPORT & PHYSICAL ACTIVITY | CATERING, CONFERENCEING & EVENTS | PRINT & COPY BUREAU | FACILITIES SUPPORT SERVICES | SECURITY | MARKETING AND COMMUNICATIONS | CLEANING SERVICES

BREAKFAST WELCOME CHARITIES PRESENTATION GUEST SPEAKER SPOTLIGHT AWARDS LUNCH AND RAFFLE CCSS DOES THE CRYSTAL MAZE DRINKS & NIBBLES
8 JANUARY 2019 8:30AM-4PM, THE REFECTORY