

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.



Johanna Sheen
HR Manager
Facilities Directorate

Management Team Viewpoint

I am new to the University of Leeds having started work here in early March. As a newcomer, I have been struck by what a friendly, vibrant and diverse place it is to work. My introduction to the University has shown how important the underpinning values are to the organisation and this is much in evidence on a day to day basis in CCSS.

The success of any organisation is driven by the people that work within it. In HR we work closely with all staff to enable everyone to perform and develop to the best of their abilities. This time of year sees the culmination of the annual SRDS process, which is a great opportunity for all staff to reflect on how things are going and how they want their skills and experience to develop further. This reflection helps us to develop an effective training and development programme for the coming year. So a gentle reminder that if you are still to complete your SRDS, this needs to be done by the end of July. Another important area of HR's focus will be reviewing the results of the recent staff survey and we will continue to work practically and positively with managers and staff to prioritise the issues this identifies.

I am lucky to have inherited a great team in the Facilities Directorate HR Service and I am looking forward to working with them to support you as much as possible.

MEETinLEEDS' new software goes live

Operations Customer

MEETinLEEDS' new conference management system, Aventri, has helped to facilitate a series of highly successful conferences over the busy Easter period. In total 1,095 delegates registered using the new platform. The team worked with the School of Law to run the annual Socio-Legal Studies Association (SLSA) conference which welcomed over 500 delegates from across the world to the University.

MEETinLEEDS also hosted the British Association of Lecturers in English for Academic Purposes (BALEAP) for their conference focusing on 'Innovation, Exploration and Transformation' within the English for Academic Purposes (EAP) community.

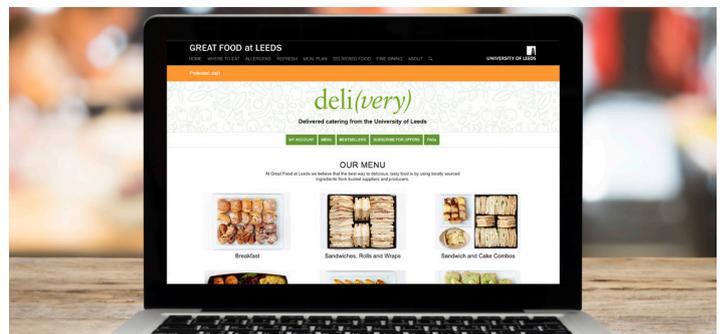
MEETinLEEDS have invested in this software in order to offer a more integrated service for customers with event registration, website templates and management of abstract submissions all available through the system. This enables the team to deliver an even more efficient and effective service for customers.

The organisers of the BALEAP conference shared their thoughts on Aventri: "We found the system to be excellent for our needs as conference organisers. From the excellent website to managing the reviewers and submissions, it was easy to navigate, professional looking, efficient and allowed us to manage all stages of preparing the conference. Reviewers were able to assess papers easily, submissions were easy to upload and it was easy to track submissions too. Reviewers and delegates who registered and/or submitted papers commented on how easy the system was to use. For us, the system allowed us to present a more professional, efficient and credible offering to the professional community. It helped establish our credibility as organisers."

The success of both of these events highlights the benefits that are to be had from investing in our services and listening to customer requirements, therefore ensuring that we provide the best possible experiences for our customers, both internal and external.

Fresh look for Deli(very)

Operations Customer



In February, we told you about the FD Marketing and Communications team's plans to improve the user experience on the Deli(very) website. The changes to the website will go live next week and you will be able to see them at gfal.leeds.ac.uk/delivered-food

Delivered catering is an extremely competitive environment, and Great Food at Leeds (GFAL) are always striving to ensure that the service they provide is the very best on offer for customers. The changes to the website will make Deli(very) easier than ever for our customers to use, and should lead to an even greater number of orders for this valuable service.

Deli(very) have also now launched their updated spring/summer menu, which taps into current food trends with an increased focus on vegetarian and vegan options. Early feedback from a food-tasting session has been extremely positive, with customers appreciating the range and vibrancy of the menus. Simon Wood, Head of Food Development, highlighted "new additions such as the Tofu Popcorn and Jackfruit Bon Bons" as particularly exciting, and added that "customers will also see a larger selection of choice in our international savoury selection options."



Innovative new lecture theatres planned

Operations Customer



Funding has been agreed to invest in three further collaborative lecture theatres in Roger Stevens. These will be delivered next summer, and will result in the University having six collaborative lecture theatres – one of the largest portfolios in the country. This represents part of our ongoing commitment to provide spaces that inspire students and enable our academics to deliver the very best teaching.

The three we currently have, one in Mechanical Engineering, one in the Worsley Building and one in Roger Stevens, have a combined capacity of over 300. These rooms allow lecturers to practice digitally enabled

collaborative teaching, providing students with a more interactive learning experience. The rooms also have enhanced lecture capture technology, giving students the ability to engage with their learning when it best suits them. The feedback from both lecturers and students about these spaces has been extremely positive, which is why it's exciting that we will be able to offer more of them in the near future.

The creation of these innovative new learning spaces is being driven by the Education Spaces Group. This working group is formed of colleagues from across the University, including several representatives from CCSS. Its remit is to ensure that the University's vision for education spaces across the campus are met, and that our teaching facilities continue to lead the way and support educational best practice.

Cleaning Services staff highly commended

People Customer



Four members of the Cleaning Services team have been highly commended by the Partnership Awards judging panel for their contribution to the University of Leeds community. Lesley, Anne, Annetta and Suki were nominated by staff and students from across the University, making this a fantastic recognition of their hard work

and dedication. Their nominators highlighted how their professionalism, enthusiasm and positive attitudes made a real difference to everyone working in their buildings. It's particularly great to hear that colleagues outside of CCSS have recognised their commitment to their roles, their desire to go the extra mile and their ability to always share a smile.

Congratulations to all four of them! Pictured above are Suki, Annetta and Anne with their certificates of commendation.

Balancing Life Survey 2019

Customer

Each year Sport & Physical Activity conduct a survey to learn more about the physical activity and wellbeing levels of staff and students at the University of Leeds. These results help us to work with faculties, departments and individuals to create opportunities for students, staff and the local community to be more regularly active and take care of their wellbeing.

This will be the third year the survey has run. Last year's survey found that 74% of staff and students at the University are regularly active, with those who

are more physically active having a greater sense of personal and mental wellbeing. In general the survey identified that 54% of the campus population are creating regular, sustainable physical activity habits and that our staff are 8% more active than the average working population.

We would encourage you to complete this year's survey which is live until 19 May: <https://sport.leeds.ac.uk/health-wellbeing/balancing-life-survey>. You can also view the full results from last year's survey on the same page.

Sports Park Weetwood is first-class

Operations



From Sunday 31 March to Tuesday 2 April, Sports Park Weetwood played host to the Leeds-Bradford MCCU vs Yorkshire cricket match. There has been a lot of investment in Weetwood, so to be approached to host a first-class fixture is a fantastic recognition of the quality of our facilities. The grounds looked fantastic, a result of all the staff's hard work in the week leading up to the event, and there was a great turnout of spectators to appreciate the action.

The match was one of three 3-day matches against county teams for Leeds-Bradford MCCU and was an excellent

opportunity to highlight the MCCU programme.

Head of Sport, Suzanne Glavin, said: "A huge thank you to Richard Robinson and his grounds staff and Gawaine Mackenzie-Hogg and his operational team at Sports Park Weetwood who made the staging of this important fixture for our University such a success."

Despite losing, the Leeds-Bradford MCCU team competed well against one of the strongest county teams in English cricket, and we wish them the best of luck for the rest of the season.

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