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fd matters

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COMMERCIAL SERVICES

August 2012

News & Views from the Facilities
Directorate at the University of Leeds.

WORKING TOGETHER

“They always say that time changes things, but you actually have to change them yourself”. Quotes from Andy Warhol may not often be used within the Facilities Directorate (or elsewhere in the University for that matter), but these particular words could be useful as a summary of four initiatives that are currently in progress.

Working groups were set up in 2011 to consider how we can improve the ways we work together as a Directorate – and to introduce specific actions to turn suggestions into reality. Each group relies on the involvement of members of staff from different services, and is overseen by a head of service. The aim is quite simple – to make the Facilities Directorate a better place to work. The four areas identified are Customer service, Communications, Valuing and developing staff and Processes and efficiency.

The Customer service working group is led by Stewart Ross and its members have carried out an audit which looked at how well customer service is integrated into our culture. Interestingly, the audit demonstrated a good level of understanding of customers and evaluating satisfaction. However, it also identified that there was a great deal of variation in the way customer satisfaction was captured. The group has also identified the

need to formulate a standard model for our approach to customer service which includes defining standards, training staff, celebrating good service by our teams, evaluating our performance and ensuring continuous improvement through customer consultation. The group will be working on this in the coming months, as well as exploring best practice in the Higher Education sector and beyond.

The Communications working group is overseen by Madeleine Aziz-Brook and you are already reading one result of their work – FD Matters has been developed to let staff know what is going on in the different services, and the Facilities Directorate web pages are currently being redesigned. Meanwhile, the group will welcome your suggestions on how face to face meetings and team briefings can be improved.

Processes and efficiency fall under Paula Lister – and the last issue of FD Matters invited suggestions on how processes that you use in your daily work, could be improved. The group has considered over a dozen suggestions – relating to areas as diverse as HR, accounting, catering and IT – and where appropriate has passed some of these on to the relevant areas for them to consider the suggestions and put improvements into practice. The group



continues to meet to discuss processes which span the FD and – as with the Communications group – further suggestions are welcomed. Ian Robertson and Josie Ormston are overseeing the Valuing and developing staff group. This group will consider the benefits available to staff, how they can be improved – and in some cases, how existing benefits can be promoted more prominently (you will find details of some current staff benefits on page 6/7). The group is also considering training and in particular how programmes may be applied across the services.

Of course, there will be areas of overlaps between the four groups, but it would not be realistic to think that between them, these groups will have all the answers to all the issues – nor will their actions change things overnight to make this the perfect place to work.

However, as Dennis Hopper notes, “By drawing together members of staff from different areas, to consider some of the key issues that face us, and how we can improve them, we can make a real difference”.

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”

Andy Warhol’s words may have a familiar ring as we ourselves change things.



STORM JAMESON SCOOPS BRONZE

The University of Leeds’s Storm Jameson Court Residence won the bronze award in the Access for All tourism category at the prestigious VisitEngland Awards.

The award is a particularly notable achievement bearing in mind that this year saw a record 392 award applications and ranks the University in the top three businesses in their category for Excellence.

Speaking on behalf of the University, Head of Residential Accommodation, Ian Robertson said, “We are obviously delighted to have won this Award. Storm Jameson Court has been thoughtfully designed to meet all requirements of the National Accessible Scheme (NAS) standard for people with mobility, visual and hearing impairments. Inclusive access to the building, its amenities and services, are promoted by a team trained to ensure that every visitor is made equally welcome and comfortable.

“
I hope that our success will encourage other higher education providers to emulate our achievements
”

I hope that our success will encourage other higher education providers to emulate our achievements, to benefit everyone that seeks better quality access to campus.

Storm Jameson wins Visit England Award – Presented to the Residential Services team from the University of Leeds by: Anna Borthwick, Head of Business Development and Marketing, DisabledGo (far left) & Penelope, Viscountess Cobham, Chairman of VisitEngland (far right)



PLANNING TO FORGET THE CRYSTAL BALL!



Sometimes I wonder whether or not a crystal ball would be a good thing to own. Seeing what lies ahead could undoubtedly be very useful – not just for picking lottery numbers, or even helping my children make some wise career choices. From a work point of view it would be great to know with certainty about student numbers, energy prices and council planning decisions. But of course, there would be down sides too. I'm not sure I want to know everything that the future holds – particularly bearing in mind Benjamin Franklin's famous assertion that "The only things certain in life are death and taxes."

“*No-one can doubt that across the Directorate we have a vital role to play within the University*”

With the pace of change constantly increasing – and no truly effective method of forecasting the future – we are left with the responsibility of planning by more conventional means.

That's why we have developed a strategic management plan for the Facilities Directorate that will form the basis of what we do between now and 2015.

I realise that the plan won't be top of most people's reading list as we go into the summer period but we are enclosing a copy with each issue of FD Matters and I would encourage you to read it for a few reasons:

Firstly, it shows how important all staff are in supporting the University as a whole. No-one can doubt that across the Directorate we have a vital role to play within the University. We employ over 1,400 people, and our responsibilities impact almost all other areas across campus and beyond (from catering to cleaning, teaching space to sport, accommodation to waste management). So as you read this you can be sure that you have a part to play in the future success of the University of Leeds.

Secondly, it aims to be inclusive. The plan covers our full range of activities and we want to make sure that staff have a voice and the opportunity to provide input. That's why

we're inviting comments and questions from all staff on what is in the plan.

Thirdly it aims to be open. We have set out our priorities, and objectives, but have also been realistic about the challenges we face. The next few years are unlikely to be easy – student expectations will increase, there will be challenges on space and increasing competition – but we have a plan to help us meet those challenges.

Our strategy contributes to the effectiveness of the University, has a direct effect on the student experience, places great importance on staff development and ensures that everything we do is affordable.

You can read about some of the progress we are making already, in the plan and you will see that we have much to be proud of. So as we look to the future we can be confident – without being complacent. With careful planning, effective working, and some great staff, who needs a crystal ball, anyway?

CLEANERS TAKE THE STING OUT OF BEES' NEW HOME



A large colony of bumble bees recently took up residence in the concrete overhang at the entrance to the Garstang Building. Bees are not naturally aggressive if left alone, but most people's perception is that they are going to be stung.

“*Bees are not naturally aggressive if left alone, but most people's perception is that they are going to be stung*”

After being told by our Pest Control company that there was nothing they could do as bees are protected, Janet Willis, Cleaning Services Manager did some investigation and found that we actually have bee keepers on site in Earth and Environment. They have successfully relocated some to an area in Chancellors Court and the rest now reside in the Wharfedale area.

Wet weather can't dampen Bodington celebration

In the face of inclement weather, the Catering and Kitchen staff at Bodington Hall held an indoor street party to celebrate the Queen's Diamond Jubilee. The team decorated the dining room with bunting, balloons and red, white and blue table cloths – and even made a Union Jack table arrangement.

The Chefs served up a traditional British menu of fish, chips and peas or steak and ale pie, which was followed by strawberries and cream or homemade jubilee buns and a glass of Pimms.

The event was well attended by the Bodington students and there was a great

party atmosphere. The staff all wore Union Jack hats and joined in.

In the course of the celebrations, Dining Room Supervisor Diane Haque presented a crown and a bunch of flowers to Penny King, as well as a Jubilee Celebration DVD. Penny has worked in Catering at Bodington for 42 years and Diane made her the queen of the party.

A great time was had by all and the students expressed their appreciation to the Catering and Kitchen team with the customary round of applause to thank them for the party.



ALL IN THE GAMES THE FINAL COUNTDOWN...



With the Olympic Games in full swing, Leeds has been playing its part in hosting many of the Chinese Olympians.

Planning has been rigorous – as it necessarily has to be for such a high profile event, and the University’s plans, which were submitted to independent experts for comment and suggestions, were praised for their thoroughness.

“

It’s been a real team effort and thanks go to everyone who has been involved so far

”

That thoroughness saw two chefs Simon Wood and Chris Johnson visit Beijing to go through some of the finer detail, not just for food preparation and menu choices

but also making sure that it is sourced securely. Security have been working with the West Yorkshire Police to make sure that arrangements are trouble-free, and Residences have been making sure that Storm Jameson is ready to receive our Chinese guests. It’s been a real team effort and thanks go to everyone who has been involved so far – including Steve Winter and his team for getting various buildings ready – and for bringing forward some of the preventive maintenance programme.

Meanwhile, volunteering arrangements were finalised under the watchful eye of Olympic officer Matt Davison, who has interviewed all the hopeful applicants. Over 60 volunteers were given roles across campus to help things run smoothly.

If you were following the Torch relay, you may have even spotted Head of Commercial Services, Stewart Ross carrying it through the streets of Leeds (right)



What’s on

> Yoruba Textiles: Cloth and Tradition in West Africa

5 Sep 2012 - 1 Mar 2013

The University of Leeds

International Textiles Archive

09:30 - 16:30

An exhibition of hand woven and indigo dyed textiles from Nigeria.

The Yoruba of south western Nigeria are amongst the most prolific art making people of Africa. A major aspect of their creative culture is the design, production and use of textiles. This exhibition traces the development of the indigenous indigo dyeing Adire tradition as well as the relations between local and imported woven textiles.

Based on items from the ULITA Collection and significant private collections, the exhibition coincides with Leeds University Centre for African Studies (LUCAS) playing host to the African Studies Association UK Conference.

Pension changes proposed to secure the future

Changes are being proposed to the Pension and Assurance Scheme (PAS) and a consultation process is now under way.

The proposed changes are necessary to make sure that the Scheme is able to meet future commitments. At a time when many organisations are closing their final salary schemes, PAS remains a final salary scheme for existing members.

The changes will involve an increase in staff contributions and some changes to terms. Even allowing for these, it is important to note that the scheme remains attractive - and that overall the proposed changes compare very well with those being offered at other universities.

Packs have recently been sent to those members of staff who are in the Scheme, and those who are not but are still eligible for membership. All staff are encouraged to read the packs carefully, and to register for one of the 27 roadshow sessions that the University has organised for August and September.

You can email the Pensions team with any questions on pensions@leeds.ac.uk or call 0113 343 8823.



Leeds garden goes for Gold

In the previous issue of FD Matters, you may have read that Leeds had entered the Chelsea Flower Show with a garden designed to show how simple changes to urban gardens can have a positive impact on the environment. It provided an interesting project for the Design & Project Team’s Dhani Vrouvliani and was the University’s first exhibit at the prestigious event – so it is a real achievement to have won a gold award in the Environment category. The exhibit was designed to echo a ‘typical’ northern garden and shows practical steps which anyone can take to look after water resources, encourage pollinators or create carbon sinks to help guard against global warming.

facilities teams

The University of Leeds Environmental Awards 2012 marked the end of another successful year for environmental sustainability here at Leeds. With a second year of the Green Impact scheme complete, and other initiatives by staff and students across the University, there has been a lot to celebrate!

Green Impact is an environmental accreditation scheme which encourages staff to take an active role in reducing the environmental impact of their workplace. Teams implement sustainable actions from criteria listed in an online workbook and are rewarded for their progress. The workbook covers a number of aspects of sustainability, including energy saving, waste & recycling, biodiversity and procurement. There are 3 levels of accreditation: Bronze, Silver and Gold, as well as 'working towards accreditation' for those who have yet to reach Bronze standard.

The ceremony itself was a celebration of sustainability with a seasonal, local menu produced by University Catering for the occasion, and reclaimed slate roof tiles used for awards.

“
To see so many people demonstrating so much commitment is very encouraging and provides a very strong base for us to build on
”

Prof Vivien Jones, Pro Vice-Chancellor for Student Education presented the awards, including 32 awards to Green Impact Teams; a great success for the scheme which saw a great increase in both in the number of participating teams and quality of submission in its second year at the University.

A further 8 awards were presented, honouring a number of projects and hard working individuals in the following categories: Biodiversity, Sustainable Travel, Waste & Recycling, Energy Saving and Education for Sustainable Development.

Dennis Hopper, director of facilities, noted the significance of the increasing participation, “No-one can be in any doubt that the University faces challenging times and looking ahead, sustainability is going to take on a greater importance than ever. To see so many people demonstrating so much commitment is very encouraging and provides a very strong base for us to build on”

As the table opposite shows, the teams within the Facilities Directorate played an active part over the year in helping to achieve some impressive results and although everyone involved has made an impact, the two Gold award winners deserve a special



GRADUATION PRAISE FOR FACILITIES STAFF



Staff from across the Directorate were praised from many quarters for their work supporting this year's graduation ceremonies.

Feedback from the graduates themselves, their families and friends, as well as members of academic and professional staff pointed to a hugely successful series of events, and a highly enjoyable experience for all concerned.

The feedback is testimony to the hard work put in by porters, cleaners, security, maintenance and catering staff to get the different venues ready, prepare and serve food and ensure that the detailed arrangements for the ceremonies work smoothly. At least one very senior member of staff, with extensive experience in these matters, thought it was the best set of ceremonies he had experienced! A big thank you to all involved.

FLOWER POWER & CAMPUS WILDLIFE



In 2011, the University launched the first Biodiversity Action Plan. Since this launch, considerable works have been completed on campus including the planting of a new wildflower meadow outside the Earth and Environment building, and we are planning the installation of a number of new bird and bat boxes on campus. These boxes will all be numbered and we are hoping to keep more accurate records by creating species maps of the campus so that we can target key areas for improvement in the future.

“
We are looking to plant selected areas of the campus with Crocuses and Snowdrops over the next few years
”

Later in 2012, working together, the Grounds and Gardens and Sustainability teams are planning to launch our first 'mass crocus planting'. This will involve recruiting staff and student volunteers on a number of days that

will be supervised by the Estates Grounds and Gardens staff.

Steve Ainsworth, Maintenance Manager said “We are looking to plant selected areas of the campus with Crocuses and Snowdrops over the next few years. These types of plantings should work well with the grass mowing regimes as they are an earlier flowering plant and should be past their best by the time we start cutting grass. Some early season colour will be welcome as we come out of the winter period, thus allowing staff, students and visitors alike to enjoy a more colourful and biologically diverse campus at a time when there is very little going on”.

This year, the University has also become a Gold member of the Yorkshire Wildlife Trust. This partnership will enable us to call on a wealth of knowledge and experience to assist with future survey works and involve staff and students more in our projects.

If you would like to know more, visit the sustainability website: <http://www.leeds.ac.uk/sustainabledevelopment> or email: sustainability@leeds.ac.uk

make an IMPACT



Green Impact Awards Facilities Directorate Teams	University Sustainability Awards
BRONZE AWARD Cleaning Services Sport & Physical Activity	BIODIVERSITY Jen Dyer - Sustainability Action Group (winner) Bardon Grange Project (highly commended)
SILVER AWARD Catering Services Facilities Directorate HR & People Development	WASTE & RECYCLING Green Streets - LUU (winner)
GOLD AWARD Estate Services Building & Central Boiler House Offices Teaching Technology Support	SUSTAINABLE TRAVEL Caroline Scott (winner) National Institute for Health Research (highly commended) Jono McKendry (highly commended)
	ENERGY SAVING Andrew Goddard (winner)
	EDUCATION FOR SUSTAINABLE DEVELOPMENT Sustainable Health Research Group (winner)

mention. Liam Vaughan in Teaching Technology Support was recognised at the ceremony for his enthusiasm and commitment in enabling the team to achieve the Gold award at the first attempt. Similarly, Elly Owrap, Lynn Dyson and Jacqueline Saville were instrumental in moving the Estate Services Building and Boiler House offices from Bronze to Gold.

If you are interested in taking part in Green Impact in 2012/13 contact the Sustainable Development Team at:

sustainability@leeds.ac.uk

For more information, visit:

www.leeds.ac.uk/sustainabledevelopment
www.leeds.ac.uk/greenimpact



Safety first for Geoff

Taking responsibility for food safety training across the University would be a daunting task for most people, but it's one that Geoff Tooley takes in his stride. Geoff joined the University from the NHS back in 1999, having studied Catering and Institutional Management at Huddersfield. "Actually, I only came for a couple of years, but I've been here ever since", he jokes.

It's not a job for the faint-hearted. With rigorous annual inspections, Environmental Health officers can visit the premises unannounced at any time – so it's a testimony to Geoff and the people he works with that every University catering outlet – including the halls – have the coveted 'Excellent' rating. Geoff runs a training centre registered with the Chartered Institute of Environmental Health, teaching food safety to all members of staff who handle it. But things are not limited to campus. The Certificate in Food Safety course, which is nationally recognised, is also attended occasionally by external organisations such as the Guiding Association. Indeed, since 2000, no fewer than 456 candidates have attended the programme.

And for those who can stomach such things, Geoff brings a level of creativity to his teaching methods with crosswords, quizzes and exhibits that include cockroaches, rats and mice! "I enjoy the freedom to design courses from scratch", he admits, "and if that means I can create something memorable for those who attend, so much the better for their learning experience"

Looking at food safety more widely, Geoff also audits safety standards at the University's food

suppliers, "It's no good having high standards on campus unless those standards also apply to the food we're working with". It's an approach that has challenged some suppliers – and once saw Geoff locked for 20 minutes in a freezer by a disgruntled baker. Needless to say, the baker lost the contract! As far as the future is concerned, Geoff thinks that one of the biggest issues will be food labelling and allergies – and he has already designed a programme to meet the challenge.

“
It's no good having high standards on campus unless those standards also apply to the food we're working with
”

With such an emphasis on safety, it may come as a surprise that Geoff's other interests could be perceived as having a slightly darker side. "I love history and spend some of my time in graveyards because I'm fascinated by the stories they reveal. When I was younger I did my work experience in a morgue – and I once saw myself being a funeral director".

So what about life outside work? As a native of Birkenhead, he has suffered a lifetime of following Tranmere Rovers and is developing an increasing interest in gardening. So much so that he has started growing his own vegetables. Well, what better way to guarantee the safety of the food on your plate?

WARDEN WITH AN INTERNATIONAL VIEW



In a climate where media reports feature higher tuition fees and increasing student expectations, one person in particular is uniquely placed to offer a perspective on changes taking place in higher education and how the University is handling them.

Jacqui Brown combines her role as Head of the International Office with being a warden at Charles Morris Hall, but sees a clear connection between making a success of both, "It's quite simple, really. – you have to have a genuine interest in the students themselves."

Having joined the University in the early 1990s, Jacqui observes that one of the more significant changes has been the sheer scale of what is done, "Back then, the whole International

Team consisted of 6 people. Now there are thirty staff and the level of engagement across campus continues to rise, not least because of new partnerships with international universities and a greater understanding of the need to be international in all aspects of what we do as a university".

Jacqui had moved to the International Office from her initial role as a departmental administrator in Civil Engineering, and was keen for more contact with students and to get closer to their daily experience. As a result, she took on the warden role in Charles Morris and has been doing it ever since.

So what does she think makes a good warden? "You have to like students and be genuinely

interested in them as individuals. And you have to be fair-minded, willing to tackle discipline issues and be unshockable. In some ways people are more demanding – they expect to be able to live as they want, and they expect that problems will be fixed instantly" In the face of this independence, it could be seen as slightly surprising that one of the changes that she has observed is the increasing involvement of parents, as the internet, emails and social media mean that students remain more connected to home than previously. That also has implications for wardens, "It's increasingly the parents that want to see the problem sorted, not just the students themselves".

“*The challenge for a warden is to get the balance right – allowing students to enjoy their time here, supporting social activities and giving appropriate pastoral care while... making sure they don't abuse the fabric of the University*”

One of the more commonly reported problems in residences are the noise levels – and here lies another change over recent years, that can affect a warden's sleeping patterns. "It used to be the case that students would go out around 9, then return around midnight and the music would go on until 2 or 3 a.m.. Nowadays they don't leave their accommodation till after 11.00, with 'pre-drinks' music blasting until then, but when they return at 4 a.m. at least they go straight to bed! The challenge for a warden is to get the balance right – allowing students to enjoy their time here, supporting social activities and giving appropriate pastoral care while keeping on top of discipline issues and making sure they don't abuse the fabric of the University" Try telling that to the

Charles Morris students who decided to run an experiment with a firework that was the same size as a human head. Having placed it in the U-bend of the toilet, they lit it to see whether it would explode and if so, what effect it would have. It turns out that exploding porcelain travels quite a long way.

Mind you, Jacqui's unusual stories are not confined to student life in Charles Morris. For those who like to travel, working in the International Office has obvious benefits and Jacqui estimates that she has visited some 40 countries over the years, from the heart-stopping beauty of the rift alley in Kenya and the energy of Hong Kong to favourite holiday cities of San Sebastian and Seville. Combine that with her love of food and she will relate happy memories – whether perching on plastic stools while enjoying fantastic seafood and noodles as street food in Asia, or lounging in opulent surroundings in Jordan, trying out sheep's brains and testicles, which she describes as "strangely tasty". One particular flight evokes much less happy memories, "We had just strapped ourselves into our seats in a worryingly small and scruffy plane but all seemed well until the engines started. At that moment, insects crawled out from absolutely everywhere. The seats were suddenly alive with bugs large and small and it was like a scene from a bad horror film! I know now that the noise of engines at take off can't quite drown out the sound of human screams. At least it wasn't snakes...."

Closer to home, she enjoys spending time on her allotment where she and husband Brian grow their own fruit and vegetables - as well as occasional flowers. "It's a great place to unwind – and there's a fantastic community spirit".

At a time when the University faces sustained change, a genuine interest in students – and a strong community spirit - will go a long way to ensuring future success.

+ Benefits for staff > > > > > > > > > > > >

There is a wide variety of benefits available to members of University staff, and in this issue of FD Matters, with summer upon us, we put the spotlight on travel – and how you can save money

www.leeds.ac.uk/hr/benefits

> Save on your travel to work and beyond



Metrocard Save 15% of the cost of travelling on buses and trains in the West Yorkshire area including Leeds, Bradford, Halifax, Huddersfield and Wakefield. Buy an annual Metro Card through the University in equal monthly payments direct from your salary.

FirstGroup can offer you a discount on your First Year Card valid on First Buses throughout West Yorkshire (Excludes Football, Concerts & late night special services) The current full price for a monthly season ticket is £63. Price with the University discount is £50. Payment for the year is made by credit/debit card - £50 per month. Monthly season tickets will be sent to your home address

Alternatively, if you travel by train, you can buy an annual railcard with an interest-free loan through the University, payable in 10 equal instalments.

> Help the environment and save money

Share the cost of petrol and parking by joining the University's car sharing scheme. The service will help you find other people making the same journey as you, and the points you accrue for a parking permit can be combined with up to three other employees to apply for a shared parking permit. Call James Dixon-Gough on 0113 343 5793 or email J.Dixon-Gough@leeds.ac.uk

The university offers pay-as-you-go cars to staff on business through City Car Club. Once registered you can hire a City Car Club car by the hour, including fuel, insurance, maintenance and RAC cover. Book as far as 12 months ahead or as little as one minute before you need the car.



Save money, keep fit and avoid parking problems by hiring a brand new bicycle and safety equipment under the Cycle2work

scheme. As this is via a salary sacrifice arrangement, you save tax and national insurance contributions on the cost of the cycle and equipment. You can choose your bike and kit from the shop yourself and own it after the hire period.

For more details call extension 33966 or email staffbenefits@leeds.ac.uk

> Learning to drive



Staff members learning to drive may be interested to know that BSM, Driver XL and Shire Oak will all offer discounts to University employees.

LETTERS TO THE EDITOR

LETTER

Dear Sirs
I read the first issue of FD Matters and was glad to see something that covers the different parts of the Facilities Directorate but why does it need to be in such a large format? It won't go into pigeon holes without folding and can be a bit cumbersome to carry. Some colleagues who wanted to print off a copy couldn't, as they don't have A3 printers.

Also, is it really necessary to be spending money on something like this at a time when departments remain under pressure to save costs? Given the fact that the Directorate has responsibilities for sustainability, I'm assuming that it's printed on recycled paper.

RESPONSE

It's probably worth mentioning that with over 1,400 people across the Directorate – a large proportion of whom don't have easy access to email in the workplace – communication has been identified as an area we need to invest in.

As far as the size is concerned, its tabloid format is designed to make it distinct from other University communications (such as The Reporter) and reflect its intention to be a combination of business and community news. However, given your comments, this second issue has been printed on a lighter paper to make it easier to handle. For those who wish to, it should be possible to print off a pdf in A4 format.

From a sustainability point of view, FD Matters is emailed to all those who have access, but clearly it is still helpful to have hard copies available for staff. And yes, you are right in that it is printed on recycled paper. (This issue incorporates confirmation on the back page)

LETTER

Dear Sirs
It seems to me that the Facilities Directorate has a tendency to hold down grades and appoint consultants instead. If people in the FD didn't continually work above their grade, it would probably struggle to function properly. Do you agree?

RESPONSE

Obviously we need to be wise in the way we spend money and it is fair for you to point out that the Directorate does engage consultants from time to time. However, this is normally to supplement our existing staff, skills and experience. Generally consultants are engaged to bring in specific expertise for specific purposes at specific times. As a result we only pay for the know-how as and when we use it.

However, it is absolutely not true that the Directorate holds down grades and appoints consultants instead. Nor is it the case that people continually work above their grade. We know that we are privileged to have loyal and committed staff, who with very few exceptions, work hard and do a great job.

Nevertheless, if there are cases where people are genuinely doing work above their grade there is a clear promotions process to follow. Any member of staff who believes their job has changed significantly enough to warrant re-grading can discuss this process with their line manager. In addition, the promotions process and grade criteria are available on the University's 'For Staff' web-pages.



Sustainability gets a head

Welcome to Dr Louise Ellis, who will take up a new position as Head of Environmental Sustainability at the start of October. Louise is currently the Programme Manager for the MSc in Sustainability (Consultancy and Project Management) in the School of Earth and Environment.

Her background combines sustainability work in business and other organisations, with academic experience. She began her career in 1996 as an Environmental Scientist at Halcrow/Southern Water, before moving to Mott MacDonald as an Environmental Consultant. She then joined Deloitte as Sustainability Business Services Manager and came to the University of Leeds in 2002 in the Sustainability Research Institute where she has worked as part of the Business and Organisations for Sustainable Societies group and held the role of Director of External Partnerships. Whilst at Leeds Louise has continued to work with a

number of large organisations driving forward sustainability.

Ten years on, she has seen much to encourage – and opportunities to do even more. “The University continues to do excellent work in various aspects of sustainability – both academically and operationally. The new role – which itself demonstrates commitment to this area – creates the possibility of building on that work to make sustainability an integral part of our strategy and maximise our impact”

Her recent research focuses on actions that organisations can take to improve sustainability. She is currently working on a paper on sustainability for the Commission for Sustainable London 2012, a piece of work that combines her expertise in the topic with her passion for sport. Outside work, she is a keen cricketer for two local sides.



> Accommodation, food and drink



Weetwood Hall is offering all University of Leeds staff 10% discount on food in the Brasserie, Stables and Woodland restaurant, for up to 6 people, as well as discounts of up to 55% on accommodation.

Meanwhile the Merrion Hotel is offering special weekend accommodation rates as well as a 20% saving in the restaurant and a free bottle of house wine for every 2 people dining and choosing from the main menu. Staff ID will be required as proof of employment.

> Insurance

Endsleigh Insurance offers discounted premiums on motor, travel and property insurance – for which details are available on 0800 028 3571 or at www.endsleigh.co.uk/unistaff

Further details on all these offers are available on the University's web site at www.leeds.ac.uk/hr/benefits/travel or by calling extension 33966

> Off on holiday? Parking and hotel offers

Flypark will offer an additional 7% discount on airport parking and airport hotels for University employees and LCS Parking provides a meet and greet service that covers Leeds Bradford Airport and gives 10% parking discount.

In addition, Skypark offers 12% discount on parking at Manchester, Leeds Bradford and Liverpool airports.



SUMMERTIME

...and this offer is sizzling!

Get set for summer...

At The Edge, we have a 25m 8-lane pool, one of the largest fitness suites in Leeds and 100+ classes each week. Come and join us this summer – just £20 for 10 consecutive days at The Edge.*

**10 DAYS
FOR £20**

Speak to a member of the Sales and Marketing team for more information.

W: www.leeds.ac.uk/theedge
E: edgemembership@leeds.ac.uk
T: 0113 343 7406

*Access to Fitness Suite, Swimming Pool and Classes



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EDGE
FITNESS | SPORT | WELLBEING


UNIVERSITY OF LEEDS



Teamwork & technology hold the keys for Majid

These days, transport may be a popular topic for people to complain about, whether it's train punctuality or the reliability of buses – but who do you call when things actually do go wrong? Until recently, the team handling your call would have been managed by Majid Khan (pictured), who has left his responsibility for customer services with Metro, to take up a role as support services manager with the Facilities Directorate within Campus Support Services.

His 11 years in Metro customer service took in call centre and online travel enquiries, timetabling and complaint handling, through a 45 strong team of support and administration staff and he will now take responsibility for customer services across the Directorate. He's well aware that it's a role that brings its own challenges, but as an assessor for the Institute of Customer Services, he is confident in the teams' abilities to deliver excellent customer service. "With the helpdesk handling over 60,000 calls a year, the scale and complexity of the work means that we have to continually be on the top of our game. The fact is that every member of staff across the University is responsible for customer service. I'm really looking forward to getting to know the different teams, what our customers want,

how other areas have an impact on our teams' work and how we can use technology to evaluate our effectiveness."

That use of technology may well come as second nature to a self-confessed gadget geek, with a BSc in Technology and Management, and an MBA from Bradford School of Management. "I confess I've got a bit of a passion for technology. I'm always trialling new stuff for my previous company such as smart phones, Ipads and new software applications. I've been involved in some very technical projects such as Real Time tracking system and the development of smartcards for travel on buses similar to the Oyster card in London. Majid's other passion is sport, particularly football and cricket. An Arsenal supporter, he organised football tournaments with his previous employer, and confesses to having benefited from his position as organiser to pick the best players available in a shameless attempt to win. He also captained the Metro Gladiators cricket team, though perhaps with less success "We did play Leeds University cricket team once, but they were far too good for us!"

Having experienced one successful University team, he now has responsibility for managing another!

KEEP ON RUNNING!

Congratulations to Angela Cochran and Tony Peace, both from the Design Services Office, who ran the Leeds half marathon for the second consecutive year. Whilst their times (of 1 hour 44 and 1 hour 40 respectively) may not see them selected for Team GB, they are both improvements on their 2011 times. What's more, Angela's time was enough to give her second place in her age category, and Tony is clearly bitten by the running bug as he has subsequently completed half marathons in Humberside and St Annes.



Jo's Charity Sprint



Congratulations to Jo Hynes who completed the Castle Howard Sprint Triathlon and raised over £500 for burns charity the Katie Piper Foundation

"In January I was overweight and unfit and since then I have lost two stones to improve my fitness. I have always wanted to do a triathlon and decided to take the plunge and do it for The Katie Piper Foundation. My late Aunt Flossie was the victim of an industrial accident that left

her scarred from burns all her life, however in the 1940s there was little anyone could do to help her. I am so pleased to have been able to do this for the Foundation, for my Aunt and for other burns survivors" says Joanna.

Head of Fundraising at The Katie Piper Foundation, Carol Borwick comments, "We're so grateful to Joanna for doing this on our behalf and thanks to all who have sponsored her. The money raised will help us make a positive difference to burns survivors through life-changing treatments and workshops".

Donations can be made at Joanna's Just Giving Page: <http://www.justgiving.com/Joanna-Hynes> and you can see more about the charity at www.katiepiperfoundation.org.uk

Meanwhile Jo is setting her sights on completing next year's Castle Series of 5 triathlons so she has obviously been bitten by the bug!

Conferencing creativity keeps clients content

It's not only students who will be affected by the closure of Bodington Hall later this year – for some time, the Conference and Events team have offered the Hall's facilities to a number of their clients. With 1100 bedrooms, 7 meeting rooms and sports facilities all on one site (not to mention the free parking!), it's easy to see why. So it's no surprise that the team has been working hard to retain business – and in order to do so they've had to set their creativity going. Wherever possible, clients are being offered alternative facilities – including the use of Oxley, and Weetwood and the team recently hosted a tea party at Devonshire Hall to promote the facilities there, generating interest from a number of existing Bodington conference customers.



GUIDING LIGHT

Gillian Simpson, Facilities assistant in the Wellcome Trust Brenner Building at St James Hospital, has recently received her 30 years' award for her service as a Guide Leader, Trainer, Mentor and Commissioner.

Welcome to the Facilities Directorate...

A warm welcome to the people who have joined the Facilities Directorate since the last issue of FD Matters

Campus support

Majid Khan (Support Services Manager), Martha Akuoku Dakwa, Sukhdev Chana, Marta Dulniak, Cheryl Nolan, Ashar Pokuaa and Sandra Tosney (Cleaners in Cleaning Services)

Commercial Services

Claire Copley (Health & Safety Officer), Alys Hardy (New media and communications assistant, Sports & Physical Activity), Alex Austin, Marcus Bell, Julie Blakeborough, Sarah Dempsey, Arturs Grigals, Alys Hardy, Megan Hill (Recreation Assistants in Sports & Physical Activity)

Residential Accommodation

Lloyd Carlton and Luke Ruszczak, Maintenance Electricians in Maintenance & Operations



MARINE LIFE BECKONS FOR PAULA

After 12 years with the University, Paula Lister is moving north to take up a role with the Scottish Association for Marine Science as Associate Director (Finance). Paula joined the University from the NHS back in 2000, and for two years worked part time in Food Science and Colour Chemistry. A fixed term contract working on capital projects was followed by her appointments as finance manager for Estates in 2006 and then as Head of Finance and Procurement, when the Facilities Directorate was formed in 2010. In the same year she graduated with an MBA from the Business School, having studied part time for 3 years.

Of course, different jobs bring different challenges – although she may recall her role in

Capital Projects for the wrong reasons, "I don't have much of a head for heights and I remember a site visit to the LMM building while it was under construction. The higher I climbed the closer I got to the wall and the more I found myself clinging on".

The new role holds no such fears – although it may not yet be clear whether she will occasionally find herself deep under the sea, rather than high above the ground, "I'm looking forward to the challenges that a new position brings, and Oban is a beautiful place to be but I have to say I'll be sad to leave some great colleagues", she says. We wish her all the best for the future.



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