22 November 2013

Dear colleagues

I’m pleased to send you the latest update on the implementation of the Student Education Service. It will focus on the following:

- Service leadership and management
  - Recruitment of Service Directors
  - Faculty Education Service Manager (FESM) appointments
  - Senior managers in place
- Changes to the Operations team
- CRM procurement - ‘discovery phase’
- Training needs survey
- SES website - student engagement
- Events
  - Admissions network event
  - Student Education Service open sessions
- Dates for your diary
  - Student Education Service open sessions; March and June

**Service leadership and management**

**Appointment of Service Directors**

An assessment centre was held on 24 and 25 October during which candidates undertook a range of individual and group activities as well as formal interviews. I’m delighted to report that we have made three strong appointments.

- Robert Partridge has been appointed Director of Student Opportunity. Robert is currently Head of the International Office at Imperial College, and his previous roles include Academic Registrar at Bristol and Head of the Registry at Jiaotong-Liverpool University in Suzhou, China. He also has worked at senior level in careers and in the development of student skills (both at the University of York), and has held a National Teaching Fellowship.
- Catherine Lorigan has been appointed Director of Student Operations. Over the past fifteen years she has worked for Santander UK (where she is currently Head of Cards Service Delivery), GE Capital Bank Ltd and Williams Lea UK Ltd managing large-scale programmes of organisational change, technical solutions delivery and customer service improvement.
- Vikki Wright has been appointed Director of Admissions. She has worked at Leeds Metropolitan University for the past eight years, originally as a senior planning and reporting accountant and then as Chief Operating Officer first for the Faculty of Health and Social Sciences and latterly for the Faculty of Business and Law. Her previous roles include senior business performance analyst supporting IT provision in Aviva.

Many thanks to all those who took part in any way in the recruitment process.

I am confident that we have appointed a first-rate leadership team that will be instrumental in driving forward the Student Education Service, and look forward to welcoming our new Directors to the University in the new year.

Meanwhile, to provide continuity, Andrew Parkinson will take on responsibility for business integration within the Student Education Programme, liaising between and ensuring the integration of the Service development and the processes and systems strands of the programme. Kath Hodgson will also continue to support the programme.
Faculty Education Service Manager (FESM) appointments
I’m also very pleased to announce that we have appointed to the FESM vacancies which were highlighted in my August update. The appointees are:

Engineering: Louise Powell
Environment: Clare Ingle
ESSL: Michael Byde

Louise has already taken up her role in Engineering and Clare and Mike will move to their new faculties in January.

Senior managers in place
The senior managers of the central teams are now in place. In my previous updates I have given details of those appointed to new roles; the new job titles of all the other senior managers have now been confirmed. Full details can be found on the SES programme website http://www.leeds.ac.uk/student_education_service.

Student Operations establishment
In line with the planned development of the Student Education Service, new team names in Student Operations, effective from 18 November, are detailed below:

<table>
<thead>
<tr>
<th>New team</th>
<th>Previous team(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality Assurance</td>
<td>Academic Quality and Standards Team</td>
</tr>
<tr>
<td>Postgraduate Research and Operations</td>
<td>Research Student Administration</td>
</tr>
<tr>
<td>Student Finance and Support (including counter and cash office staff)</td>
<td>Student Financial Administration</td>
</tr>
<tr>
<td>Programmes and Assessment</td>
<td>Events (responsible for graduation and registration); Examinations; Taught Student Operations; Timetabling and Room Bookings</td>
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CRM procurement - 'discovery phase'
As I announced on 23 October, we have now entered the 'discovery phase' in the procurement of our ‘CRM’ system. Several staff from our preferred supplier, Microsoft and PWC, are now based on campus and will be working with us until Christmas to fully define our requirements. Further details are available from Anthony Allen (a.allen@leeds.ac.uk) or Paula Dunn (p.dunn@leeds.ac.uk).

We want to replace the generic term ‘CRM’ (Customer Relationship Management) with something more appropriate for the educational context. ‘Student Relationship Management’ would be an obvious, simple solution but if anyone would like to suggest a better name for the system, do please email it to me by 5 December.

Training needs survey
Investing in the training and development of our staff and equipping colleagues with a breadth of transferable skills is essential to the success of the Student Education Service. To help us better understand the gaps in existing provision and to prioritise developments for the future, we will be inviting all those employed within the SES to complete a short online survey reflecting on their training needs and previous experiences of training. The survey will be sent out in the week beginning 27 November.

SES website development
During December, we will begin a series of consultation sessions with students from all cohorts to help shape the content, structure and design of the Student Education Service website. This work will then feed in to the development of detailed user requirements for the site, which we intend to finish by the end of January.
Events

**SES admissions network event**
The launch of the admissions network on 23 October was a great success. 170 colleagues from across the institution, with a shared interest in admissions, came together to hear updates on developments in the University and the wider HE environment. Further details are available on the SES programme website [www.leeds.ac.uk/student_education_service/admissions](http://www.leeds.ac.uk/student_education_service/admissions).

**Student Education Service open sessions**
These were held on 05 and 14 November and were attended by about 150 staff, mostly from within the Student Education Service. Presentations from these sessions are available on the SES programme website [www.leeds.ac.uk/student_education_service/communications.html](http://www.leeds.ac.uk/student_education_service/communications.html).

**Dates for your diary**
Further open sessions will be held as follows:
a) 3 March 2.30pm - 4.00pm OR
b) 10 March 11.00am - 12.30pm

a) 11 June 2.00pm - 3.30pm OR
b) 23 June 2.00pm - 3.30pm

If you have any comments or queries about the information included here, please contact [sescommunications@leeds.ac.uk](mailto:sescommunications@leeds.ac.uk).

With best wishes

Vivien

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