Formation of the Facilities Directorate
Briefing note for staff

On the 1st of August 2010, Residential & Commercial Services (RCS), Sport & Physical Activity (SPA) and Estate Services will join together to form a new Facilities Directorate.

The reason for bringing these services together is so that we can do things in a more 'joined-up' way and as a result improve the levels of service we provide to the University and so that we can do things more efficiently.

On the 1st of August the Facilities Directorate will consist of four Services; Estate Management – led by Steve Gilley as Head of Estates, Campus Support Services – led by Madeleine Aziz-Brook as Head of Campus Support Services, Residential Accommodation Management – led by Ian Robertson as Head of Residential Accommodation and Commercial Services – led by Stewart Ross as Head of Commercial Services. Commercial Services will include Sport & Physical Activity, Catering & Event Management and Sales & Marketing.

Initially, most staff will be unaffected by the formation of the new Directorate, however, a small number of changes will need to take place on the 01 August to ensure business can carry on as normal. Where this is happening, the affected staff will already be aware of the proposed changes and implications.

After the 1st of August we will continue to look at other services and functions where change is required in order to do things in a more joined up way; initially, for example, we will be looking at HR and People Development, Finance and Procurement and at Clerical and Administrative support. These are only examples and there may be other areas we need to look at in this first phase. Following on from this we need to look at processes and services which are currently managed separately by each area of the Facilities Directorate to see how we might do things more efficiently. Examples might include Cleaning Management and Maintenance reporting.

At the back of this briefing note you will find a list of Frequently Asked Questions but if you want to ask a question outside of the Open meetings and in confidence, you can do so by contacting any member of the Facilities Senior Management Team, as follows:

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Facilities Directorate
Frequently Asked Questions, (FAQs)

Why have we formed a Facilities Directorate – what was wrong with the way things used to be?
The reason for doing this is to improve consistency and service delivery and to increase efficiency. Many similar activities are carried out in different ways in all areas of the new Directorate and this will give us an opportunity to do things in a more ‘joined up’ way.

Who will be affected by the changes?
Initially, i.e. on the 01 August, the people most affected by this change will be the Facilities Senior Management Team as described in the letter which was recently sent out. A few changes may need to take place ready for the 01 August to ensure that business can carry on as usual – but if you are affected we will discuss this with you as soon as possible.

Will there be more changes in the future?
Yes, but only when we have looked in detail at where changes will be of benefit, either to improve customer service or to do things more efficiently.

Will the Facilities Directorate need to make more savings – over and above the economies exercise?
Yes, we will need to keep looking at how we can be more efficient – over time that is the best way to safeguard our future.

Which areas will be looked at?
Over time we will look at all of our activities and processes but in the first phase we will concentrate on the professional support activities which currently operate independently within each area, for example HR and Staff Training, Finance and Procurement, and Clerical and Administrative Support.

Will there be any job losses as a result of this change?
We have, to date, generally achieved our efficiency gains through reductions in non-staff costs and, for example, through retirement, natural wastage and redeployment. We will take the same approach with the aim of avoiding any job losses. The University has agreed procedures for implementing significant organisational change, and if we need to use these, we will of course discuss this fully with staff and the trade unions.

How will I find out about future changes?
If the area you work in is likely to change in the future there will be communication at an early stage. We will also aim to keep everyone informed about changes more generally and, where possible we will seek your views on proposals which are developed. We will also be creating a new web-site and newsletter for all staff.