Customer Service Excellence

Customer service is paramount to the success of Facilities Management. It has been nearly a year since Estates Services FM achieved its accreditation – a first within the University. Retaining our Customer Service Excellence accreditation requires us to demonstrate to an external assessor that we have continued to evolve our services and remain customer focused. Estates Services FM will be reassessed on 30 September 2016.

New FM Apprenticeship

We are extremely proud and excited to be launching a new FM apprenticeship programme. This is bespoke to the University and has been developed in conjunction with Abingdon & Witney College and supported by Clive Shepherd, the University’s Apprenticeships Manager in Personnel Services.

We are currently in the process of recruiting eight apprentices for an initial 12 month period. During this time they will complete a City & Guilds NVQ level 2 in Facilities Management Services and Principles. We are very committed to the success of this programme: the course is being delivered by FM managers from the Estates Services FM team who have also qualified as City & Guilds Assessors to support this programme.

Our apprentices will be working across all the areas of FM, in buildings, mail services, events, reprographics and the help desk. This opportunity allows us to train and develop our teams of the future, which is critical to delivering professional FM services. We expect to be able to offer the course to the wider University next year as part of our ongoing staff development.

FM staff development

Over the last few years Estates Services FM have developed and implemented structured training opportunities for all of our staff at all levels, from operational training through to professional development. Delivering great FM is all about our people and we are now starting to benefit from investing in our staff. You may be interested to know that nine out of the last 14 FM vacancies at Grade 3 and above have been appointed from within our team, great evidence of the benefits of our investment in our people.
Catering Strategy update

Together with Purchasing we have now met and discussed informally our catering needs and objectives with more than ten suppliers. The suppliers visited all the catering sites involved in this project, after which a formal RFI (Request for Information) was issued to which nine suppliers responded.

Five suppliers have been selected to take forward to tender. It is evident from the RFI returns that the opportunity to recover the full economic cost of catering whilst retaining quality is available and deliverable. A detailed update will take place with department stakeholders in September, and papers will be submitted to BESC and PRAC early in Michaelmas term. I will continue to update you on progress.

Environmental Sustainability

Environmental Management System (EMS) – our colleagues in Environmental Sustainability have been establishing an EMS for the University. FM teams in four of our managed buildings – University Offices, The Malthouse, Manor Road Building and St Cross building – have been involved in the pilot as early adopters and the system has recently been certified to the international standard ISO 14001. The successful completion of this pilot phase now means that the system can be rolled out across the University. Your Senior FMs will start discussions with you on a proposed rollout across all of our managed buildings, with the ROQ expected to be next.

Green Impact is an environmental accreditation scheme that brings together staff and students across the University to play an active role in improving the sustainable practices of their office, building or department. At the end of the year – joined by the Vice-Chancellor – teams, students and management come together to celebrate the part they have played in creating a positive impact at the University and it’s not just taking place at Oxford: over 50 universities participated in Green Impact last year, and this number is only set to grow. During 2015-16 every FM team supported at least one of their managed buildings in achieving an award. Senior FMs have been set a challenge to have all our managed buildings taking part, so if you are not involved your Senior FM will talk to you soon.

Planon developments

Meeting display panels – we have now sourced new, energy-efficient room display panels to work with Microsoft Outlook Exchange. They will be tested in the Malthouse, and made available to all following testing.

Reception display panels – live data about meeting room bookings will be made available to current reception displays by the start of Michaelmas Term 2016 (some screens are currently manually updated each day).

We have now purchased Planon Apps and will begin set up and testing during the autumn. The app will allow live booking of rooms and hot desks and provide reporting functionality for faults. More information will follow after testing.
FM – Our objectives for the coming year

High level objectives for the development of FM have now been agreed for the coming year. The FM management team will be actively working on achieving the following:

- Development and implementation of our FM Talent Scheme
- Publication of our FM design philosophy document for Capital Projects
- Delivery of the University Catering Strategy
- Refresh of the ROQ master plan
- Development of a parcel service
- Development of a Soft Landing process for Capital Projects
- Development of the FM strategy for Old Road Campus.
- Implementation of our events strategy
- Completion of and report on the Shared Teaching Space study on the ROQ
- Development of a robust process for benchmarking FM services.
- Identification of software solutions for improved reporting on FM services to improve efficiency and customer information.

If you have any questions, please do not hesitate to contact me or your Senior FM.

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