

The University of Manchester

EstaUpdate Spring 2014

Meet...the Conference and Venues Teams



Conferences and Venues is made up of 3 teams-Sales, Events and ConferCare, with 16 staff in total. We support colleagues across the university and external customers in the delivery of events and hospitality within the many venues that we have across campus including teaching buildings, dedicated venues and halls of residence. The Sales team is headed up by Sarah Evans, Sales Manager, who are responsible for winning new conference and events business, dealing with all the initial negotiations with prospective clients and preparing detailed bids for larger international events, as well as conducting showrounds and promoting the University at exhibitions. Jane Pinder leads the Events team organising events across all 4 campuses. Jane and her team are the main point of contact after the booking has been secured, co-coordinating all the specifics of the event on behalf of the customer until it finishes.

The popular ConferCare service which Janet Adnams manages supports academics in organising conferences, providing registration services, accommodation and programme planning.

Already this Easter vacation, the team have been involved with some large scale conferences for the Institute of Physics' Magnetism conference, Hubnet, the British Heart Foundation, the Royal Economics Society, NWUPC, Cochrane UK and Ireland Annual Symposium as well as AUA and the British Geriatrics Society, and are now busy preparing for the summer conferences including SUSY, Manchester Graphene Commercialisation, ALARM and the Society for Experimental Biology.

Manchester Meeting Place is kept busy throughout the year with bookings from regular clients such as STDU,

the NHS, UK Training and JISC, and our halls of residence are looking forward to welcoming back their summer residential bookings from Teach First, Manchester Academy of English and Widening Participation.

These events are a real team effort not only from everyone in Conferences and Venues but also from other departments around the University, including catering, house services and the Media Centre who are there to support and make these events so successful. But who are the Conferences and Venues team? Here is a selfie taken of the team when they had some groups shots taken recently- the shot didn't make it to the new conference brochure but we like it! I'm sure you will recognise a few familiar faces.

Message from the Director

Dear colleagues

It's hard to believe that we are in April already - the first few months of the year have flown by. We started the year with our breakfast Thank You events and it was really good to see so many of you come along. The feedback we had was excellent and so we are planning another event during the summer months. Watch out for details and maybe some of you who didn't come along to the January events will try it next time.

Over the last few months we've had discussion topics through the Core Brief (CoreMunicate) and I hope you will

contribute to this through your local team briefs. If there is a topic that you feel might be suitable as a discussion topic then please let us know.

We've also seen changes to the Estates and Facilities website which gives a much better feel for the work we do and helps direct readers to the appropriate people. Thanks to all of those who helped with this.

On the subject of Thank You's, you will have heard about the University's scheme to say Thank You to colleagues. Please have a think about this and if you feel someone should be thanked why not send a thank you card or nominate them for a small reward? Details of which are available from Unit managers.

By the time you read this we will be heading towards the exams period which many of you are involved with and we hope all goes well.

Best wishes



Diana HampsonDirector of Estates and Facilities

Estates Staff Survey Working Group - Update

The Estates and Facilities Staff Survey Working Group met in March 2014 and discussed a number of actions to be taken forward across the Directorate.

Breakfast Events: Following the success of the breakfast events in January, the Group are considering further events which we hope will take place in the summer.

Drop-In Sessions: The Directorate Drop-In Sessions will be taken forward on a quarterly, rather than monthly basis as the attendance has been lower than anticipated.

Suggestions Box: The Group considered the use of a suggestions box for staff members, however, it was agreed this would not be taken forward and other methods of communication would be promoted.

Ask the Director: Diana welcomes views on all aspects of the current operational performance of the Directorate and on the future estate strategy of the

University. Comments can be submitted online or to the Directors Office, Room 3.001 Beyer Building.

Reward Schemes: The Group are actively trying to promote the reward schemes within the University, including the recently launched Thank You Scheme, Rewarding Exceptional Performance, and the Distinguished Achievement Awards.

Noticeboards: Posters with information on some of the above topics have been supplied to the Group and these will be displayed around buildings. If you would like some posters to display in your area, please call Steph Marsh on 52283.

The Group will meet again in June and further updates will be circulated

Stephanie Marsh

Secretary, Directors Office

Directorate Drop-In Sessions

Wednesday 21 May	9.00-10.00	Room B004, Council Chamber, Sackville Street Building
Thursday 21 August	12.00-1.00	Keepers Room, Whitworth Corridor
Thursday 20 November	1.00-2.00	Ken Kitchen Committee Room, John Owens Building

Following discussions at the latest Estates and Facilities Staff Survey Working Group, it was agreed that the Directorate Drop-In Sessions would take place on a quarterly basis from now on as attendance at the monthly meetings has been lower than anticipated. If staff members are not able to attend the sessions but would like to raise any questions or concerns, these can be sent (anonymously if preferred) to **Steph Marsh, Room 3.001, 3rd Floor Beyer Building** to be discussed at the next meeting.

Stephanie Marsh,

Secretary, Directors Office

Thank You Breakfast Events

A good number of you attended these events, which were held on Tuesday 7th and Thursday 9th January in the Whitworth Hall, and included a cooked breakfast, quizzes and bingo, which from all accounts seemed to be enjoyed by all. The events received very positive feedback and the Directorate will certainly be repeating such events in the future. Here is a selection of photos from the events:



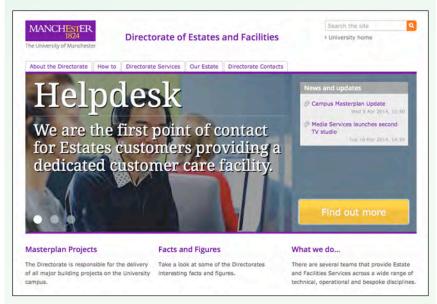








A New Web Site for the Directorate



As you will know, the Directorate's new website was launched in early March and I'm sure that most of you who have access to a PC have had a look at the new site, but if you haven't, then you are encouraged to take a look:

http://www.estates.manchester.ac.uk/

The site has been redesigned and has a more consistent look across the Directorate Units, and as each Unit's web page is updated at Unit level, this will ensure to keep information current. The site is an opportunity to showcase what we do and Units are encouraged to make the most of the opportunity.

Media Services Launches Second TV Studio for Presentation Capture



Broadcast quality facility, dedicated to single presenter activities, is now available

Media Services are delighted to offer a second TV studio in addition to the main facility in Humanities Bridgeford Street, intended to provide additional support for high-end video production at the University.

This new studio is specifically designed for a presenter to deliver a session to camera in addition to incorporating presentation materials. The facility is ideal for activities such as distance learning, delivering sessions for MOOCs or recording lectures in full, broadcast quality. The

studio is also perfectly suited to recording news segments and pieces to camera for distribution to the broadcast media where the highest quality of captured material is of paramount importance.

Facilities include industry quality camera, sound and lighting equipment, autocue system, chroma key and a variety of available backdrops for the recording. The entire process of capturing your presentation or piece is fully supported by the Media Services Production Team throughout.

Trevor Byrne

Media Services Manager

Campus Masterplan Update



This new newsletter is to be produced quarterly with the aim to provide updates on current Campus Masterplan projects and key milestones. The first issue was sent out with this months UniLife and focuses on projects which are now at an advanced stage including the Whitworth Art Gallery, Manchester Cancer Research Centre and the National Graphene Institute. It also features projects which have already completed including the fifth floor of the A V Hill Building.

Hard copies are available from **Emma Lloyd** on **x52255** or **emma.l.lloyd@manchester.ac.uk**

Student Placements, Cedar Mount School



Maria Dominguez, from the Conference Sales team, was one of the mentors on the WISE UP programme, an initiative designed to give Year 10 students some of the skills they need when they enter the world of work.

This year's students were from Cedar Mount School in Gorton who took part in a one week placement recently within different areas of the University, and with help from colleagues in the Conferences and Venues team, Denxel Osarenmwinda, spent the week with the team learning about the Kinetics bookings system, doing a couple of show rounds with clients, working on reception at Staff House and also Chancellors and visited all 4 University Campuses.

Security - Jobs Well Done

Attempt Burglary

Criminal Damage

Going Equipped

Criminal Damage	2 arrests	31 Jan 14	Criminal Damage	1 arrest	
Criminal Damage	1 arrest	02 Feb 14	Criminal Damage	1 arrest	
Criminal Damage	1 arrest	03 Feb 14	Criminal Damage	2 arrests	
Harassment	1 arrest	08 Feb 14	Burglary	1 arrest	
Criminal Damage	1 arrest	08 Feb 14	Attempt Burglary	2 arrests	
Robbery	1 arrest	18 Feb 14	Burglary	1 arrest	
Theft from Person	1 arrest	17 Feb 14	Attempt Burglary	1 arrest	
Theft from Person	1 arrest	13 March 14	Public Order	1 arrest	
Attempt Theft of Cycle	1 arrest	15 March 14	Criminal Damage	1 arrest	
Attempt Theft from Pedal Cycle	1 arrest	17 March 14	Going Equipped	2 arrests	
Attempt Theft of Cycle	2 arrests	22 March 14	Theft from Person	2 arrests	
Theft of Pedal Cycle	2 arrests	23 March 14	Attempt Theft from Pedal Cycle	1 arrest	
Assault	1 arrest	24 March 14	Assault	1 arrest	
Theft of Pedal Cycle	2 arrests	A a ali	and to all and with a staff (baths on the	avarind an	
Theft from Person	1 arrest	As always, many thanks to all security starr (both on the ground and			
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As always, many thanks to all security staff (both on the ground and in the control rooms) for their good teamwork and professionalism, their prompt responses and actions help to keep us all safe.

Stacy Schwarz

Administrator, Security Services

Greening your Event – Green Impact

On the 25th March the Conferences & Venues team were audited for the Green Impact Silver Award, ar environmental accreditation scheme run by NUS that helps and supports university departments to improve their environmental performance.

What does it involve?

20 Jan 14

25 Jan 14

29 Jan 14

effective cycle, focusing on providing

straightforward actions, supporting people to make changes and rewarding them for their efforts. The online workbook outlines specific and measurable criteria, covering several main aspects of sustainability: Waste, Water, Travel, Energy, Procurement, and Greening Teams and Communications. Once the workbook has been completed each team is then audited to verify the results and then rewarded at a ceremony in July.

2 arrests

2 arrest

2 arrests

Why are we doing it?

Here in the Conferences & Venues office we were keen to learn more about sustainability and how we, as a department, could improve ou environmental behaviour. Through completing Green Impact Bronze lass year we made simple yet powerfuchanges in behaviour and policy within our office, with the Silver criteria this year reinforcing and building on our

these changes. Recycling, sustainable food & Fairtrade and sustainable travel are just a few topics we have covered and worked towards improving how we work.

We hope to receive the Silver Award in July 2014 and then Gold in 2015!

This is a great scheme to be involved in; for more information look at:

www.nus.org.uk/greenimpact.

Sustainable Food Festival



On Monday 10th February FoodOnCampus and FoodInResidence hosted a Sustainable Food Festiva in University Place to showcase the work being done to minimise their impact on the environment. The event was huge success, a big thank you to all those involved

Right: Alison Aucott, Head of Hospitality and Events taking part in the milking challenge promoting the use of local, organic milk in Catered Halls

Left: Very popular Fruit and Veg stall run by local supplier Noones

Bottom: Martin Smith, Exec Head Chef, FoodOnCampus cooking pancakes using ethical ingredients for people to try





New Starters, Leavers and Staff Moves

New Starters

Mark Craig has joined Chancellors Hotel and Conference Centre as Conference Operations Manager;

Scott Wright joins the team at Café Muse as apprentice Chef during April;

Michael Hennigan took up his new post as Project Manager within the Design Service Unit at the end of March;

John McCann joins the team as Food Services Assistant, at The Limes CPU, FoodInResidence:

Justin Kessler joins the team in the Tower dining room, FoodInResidence;

Nina Baddoo joins the team at Eats Restaurant, FoodOnCampus;

Chris Higson joined Media Services on 14th April from the Library in the role of Media Audio Visual Technician;

Tom Poole, Mechanical Inspector, joined PSU at the beginning of February;

Stephen Warburton, Assistant Asbestos Manager, PSU, joined the University in January;

Benjamin Morris, joins the Security Services team as Security Patrol Officer on 14th April;

Kathryn Slater, joins the Security Services team as Security Patrol Officer on 14th April

Daniel Snook, joins the Security Services team as Security Patrol Officer on 14th April;

Leavers

Karolina Kwatro, Domestic Service Assistant, Chancellors Hotel, will be leaving during April.

Mary Whitehead, Food and Beverage Service Assistant, Chancellors Hotel, will be leaving in April

Roz Williams, Conference Services Assistant, ConferCare team, left the University on the 9th April

Jonathan Grafton, Quantity Surveyor, Design Services Unit, left his position on 28th March:

Luminita Tuchel, Environmental Sustainability Assistant, will be leaving the team during April;

Adam Thomson, Data/CAD Technician, Estate and Space Management Office, left his position on 18th April:

Lance Archer, Building Attendant, House Services, has taken up a new position in the Directorate of Finance;

John Lancaster, AV Technician, Media Services, left the University on 8 January 2014:

Conor McGuigan, Assistant Building Surveyor, Professional Service Unit, left his position on 2nd April;

Damian Oatway, Assistant Mechanical and Energy Engineer, PSU, left the University on 23 March.

Retirements

Philip Bolger, Building Attendant, retired on 26 January 2014;

Stephen Firth, Security Supervisor, retired on 5 January 2014;

Ron Bradburn, Building Services Technician, will retire from the University on 7 February 2014:

Thomas Gibson, Building Attendant, will leave the University on 7 February 2014.

Kevin Connolly, Building Attendant, House Services, retired on 5th March

Peter Cooney, Building Services Technician, MSU retired on 28th February.

Staff Movements & Promotions Secondments:

Stephen Farrell, Building Services Technician, MSU has been seconded to the Faculty Estates Team (FLS/FMHS) for a 6 month period;

Martin Moore, Locksmith, MSU has been seconded to the position of Building Supervisor, MSU, for a 6 month period.

Lee Walton, Building Services Technician, MSU has been seconded to the position of Electrical Supervisor, MSU for a 6 month period;

Promotions

Peter Fallon, Building Services Technician, MSU, has been promoted to Specialists Engineering Supervisor within MSU;

Simon Raistrick, Security Services, was promoted to Security Supervisor on 23rd January:

Internal Moves

Michael Bane has been seconded to the Environmental Sustainability Team until June;

Emma Burgess and **Louise Gehan**, FoodOnCampus, are temporarily re-locating from Sackville Street to AGLC;

Rachel Duffy, FoodOnCampus, will be moving to AGLC;

Deryl Holt, FoodOnCampus, will be moving from AGLC to University Place;

Lucy Nwolum, FoodOnCampus, will be moving to Cafe Arts;

Samantha Douglas, FoodOnCampus, will be moving to Chromo Zone (Stopford Building);

Julie O'Reilly, FoodOnCampus, will be moving to Coopers;

Kevin Ingham, Media Services, will be moving into the role of Media Production Technician, an internal move within the team.

Sad News

Jack Delaney, Building Services Technician, Maintenance Services Unit, sadly passed away in February.

Bill Drabble, Security Supervisor, Security Services, sadly passed away in April.

Bill and Jack will be missed by their many friends and colleagues within the Directorate and our thoughts are with their families.

Fond Farewells

ConferCare says goodbye and good luck to **Roz Williams**.

Roz, who has worked in the ConferCare team for the past 3 years , left the University on the 9th April although she's not gone too far away having taken up a role as Events Co-ordinator at the Bridgewater Hall. She will be sadly missed by her colleagues in ConferCare and the rest of the Conferences and Venues team who she has helped with setting up the Twitter account for conferences and our Sustainability Policy. We wish her well in her new role.

Environmental Services Unit

Don Hope, Environmental Services Unit Manager, retired at the end of March 2014, after 25 years service within the Directorate.

Don started work at the University on 1st March 1989 as Landscape Services Unit Manager, and following a re-structure, became Environmental Services Unit Manager in August 2007. During his time within the Directorate Don also previously managed House Services, Car Parks and Security.

Don's friends and colleagues wish him all the very best in his retirement.





Congratulations

BBC Cook of the Year

Deborah Kermath who is the Chef at Ashburne Hall has been nominated for the BBC Cook of the Year award. Each year the BBC Radio 4 Food & Farming Awards celebrate the people and organisations behind the best of British food. The finalists start off as a nomination sent in by a member of the public and then a team of judges, including some of the UK's best known chefs and food writers, select finalists in each of the ten categories.

Deborah is one of three finalists in the Cook of the Year category. This year's finalists featured in a special edition of BBC Radio 4's The Food Programme, broadcast on Sunday 9 March 2014 and the winners will be announced at a ceremony held in Bristol on Thursday 1st May 2014.

Deborah was nominated because of the work her and the team in FoodInResidence has done over the last few years to introduce Manchester Veg People produce into the halls and also achieve the Food for Life Award. We would like to congratulate Deborah on reaching the top three out of thousands of entries and wish her the best of luck at the awards ceremony!



Congratulations



Congratulations to **Chris Thorley**, Architectural Technologist, Design Services Unit, and his wife **Amanda**, on the birth of their second child, **Annabelle Rosalind**, who was born on the 13th March 2014 weighing 7lb 11oz. Annabelle's big brother, Oliver, is nearly three and a half now and growing up fast.



Huge congratulations to **Dave Collinson, Christian Rainford, Barry Needham** and **Christopher Worden** who were recently awarded Security Team of the Year Award 2014 at the AUCSO (Association of University Chief Security Officers) annual conference on the 10th of April 2014 which took place at Royal Chelsea Barracks.

Stacy Schwarz

Administrator, Security Services









Clockwise: Congratulations to Lynn Fleming, Asbestos Manager, PSU, who gave birth to **Sonny Heath Michael Fleming**, on 14th February 2014, weighting a very healthy 8lb-9oz. All Lynn's colleagues wish them well.

Another baby joins the Conferences and Venues team! Congratulations to Matt Foulkes, one of our Events Co-ordinators, his partner Eve and daughter **Willow** on the safe arrival of their second daughter Cassia, born on the 20th February weighing in at 8lb 6ozs.

John Giblin, Maintenance Services Unit, became a granddad again to his new granddaughter, **Eloise Molly**, who was born on 30th December 2013. John is a very proud Granddad of James, who turned 3 in February, and his sister, Eloise.

Congratulations to Danielle Summerfield, Finance and Admin Assistant, House Services, and her partner Gareth Jones, on the birth of their baby son **Owen Robert Jones**, who was born on 14 February 2014 at 12.42pm at a grand weight of 8lb 9oz. House Services would like to wish them all lots of happiness together.

Staff Fund Raising



I'm planning on making a fool of myself by taking part in the "It's a Knockout " event in aid of Wipe Your Tears, a children's charity that helps make wishes come true for seriously and terminally ill Children: **www.wipeyourtears.org.uk**

My Just Giving page is: **www.justgiving.com/Mark-Foster16** and any amount is gratefully received. If anyone would like to attend the event it will be taking place at **Queens Park, Spa Road, Bolton, on Saturday 24th May from 12pm.**

Mark Foster

Security Services



Brain Tumour Research

Funding the fight

I'm raising money for Brain Tumour Research in the memory of my father-in-law, David Boswell, who passed away in June 2011 from a brain tumour. I am doing this by running the Manchester 10k and require sponsorship, anything you can give me would be great.

If you fancy sponsoring me then please visit my Just Giving page:

http://www.justgiving.com/owner-email/pleasesponsor/JACKO-JACK-ATTACK

lan Jackson

 ${\it Estate and Space Management Office}$

A Trip to Remember



In mid-March, Assistant Maintenance Services Manager, Paul Sharples was invited to join a party of employers to witness Exercise Hairspring in Northern Norway. This is the Cold Weather Warfare course for Royal Marine Reserves, which takes place over two separate two week periods in the mountains above Harstad, 250km north of the Arctic Circle. This provides a harsh and challenging environment with unpredictable conditions, and is designed to test personal administration, physical fitness, and general robustness, while providing an ideal environment to perfect soldiering skills which can be transferred to any climate and situation. The Royal Marines are the only Mountain and Cold Weather Warfare specialists in the world who carry out training such as this, and their proud claim is that "if you can operate in the Arctic, you can operate anywhere".

The trip was sponsored by SaBRE (Supporting Britain's Reservist Employers), and hosted by HQ Royal Marine Reserves, Scotland. The aim of the trip was to give employers who have Reserve Force members among their staff an insight into the type of training received by them, and, a demonstration of the qualities and benefits that organizations can expect from such staff.

Paul joined a party of employers from a variety of backgrounds, including the NHS, Police Force Constabularies, and the City of London, as well as other educational establishments. They were flown to Harstad / Narvik via Oslo, and then taken to the Royal Norwegian

army camp at Asegarden. This was home for two nights with a 36 hour mountain range exercise under canvas sandwiched in-between. This year has seen some of the warmest weather experienced for over twenty years in

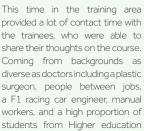
this area, which provided a bracing day-time high of 1*C, instead of the more usual -10*C experienced at this time of year. This increase in temperature, however, provides its own challenge as clear snowy days are replaced by Arctic gales with continuous rain and sleet, and extremely poor visibility. The 70 reservist trainees, who spend 4 days at a time on the hillsides, living in self constructed snow-holes, and,

under canvas, therefore have an enormous challenge in trying to keep themselves and their equipment dry, before night-time temperatures plunge to well below

The employers' party was ably looked after by an attached RM officer acting as group liaison. Activities such as the opportunity to drive a BV (caterpillar tracked vehicle) through snow filled forests, to attempt Nordic Skiing, and to strap on snow shoes in order to climb high ridges and view the stunningly beautiful scenery, were presented and eagerly attempted by all the visitors. There was a serious element, however, as the party spent a day and

night on the hill-side, sleeping under canvas, and living off ration packs, which proved to be extremely tasty and nutritious. Each days ration contains over 5000 calories, essential for the amount of work being carried out in

these extremely cold conditions.



establishments, there was an honesty that, although the course was "beyond tough", it was an experience that all considered would stand them in good stead, not just in their military life, but in all of their activities. Certainly the determination, camaraderie, and, dedication to the team good was very evident, and I was left with the greatest. admiration for anyone undertaking this course.

If anyone is interested in learning more about the Reserve Forces please contact Paul Sharples (07770 228169) Directorate of Estates and Facilities, based in Sackville Buildina.



Exhibition Season



Jane James and Maria Dominguez from the Conference Sales team exhibited at the Conference and Hospitality Show in Leeds for the first time on 8th April. The show gave us the opportunity to let conference buyers find out more about our meeting and event venues as well as encouraging them to join in a bit of friendly competition with a game of table football-City vs United, Jane represented the Blues and Maria the Reds. The football table will make another appearance on our stand at the Academic Venue Show in London next month.

of fine ales. Go forth and swig with fruit and lively on the tongue

The prophesy came true



Est8 Update Quiz - Sudoku

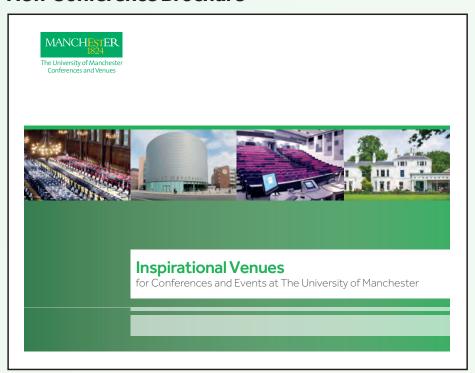
Complete the Sudoku puzzle for your chance to win a £20 voucher.

Send your entries to **Emma Lloyd**, Director of Estate's Office, room 3.001, 3rd floor, Beyer Building or at emma.lloyd@manchester.ac.uk by Friday 9th May.

REMEMBER - YOU HAVE TO BE IN IT TO WIN IT!

				4	3		8	6
			9				4	1
			8					9
7	9					1	5	
8								3
	5	6					2	7
5					7			
5 9 3	7				8			
3	2		5	6				

New Conference Brochure



Look out for the Conferences and Venues brochure which is due out at the end of April-it includes information. on Manchester Meeting Place, the new name for what many of you know as Staff House Conference Centre, as well as Chancellors Hotel and several other venues across campus that are regularly used for conferences, meetings and events.

FoodOnCampus



We Want To Hear Your Stories!

from colleagues from across the Directorate about anything that you are particularly proud to have achieved, if you've had any great travelling adventures or if you have any interesting hobbies/past times.

If you'd like to share these with Est8 Update readers then send your article, along with any photographs (as we love our photos here) to:

est8update@manchester.ac.uk

or alternatively, contact the Editorial Team member within your area

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