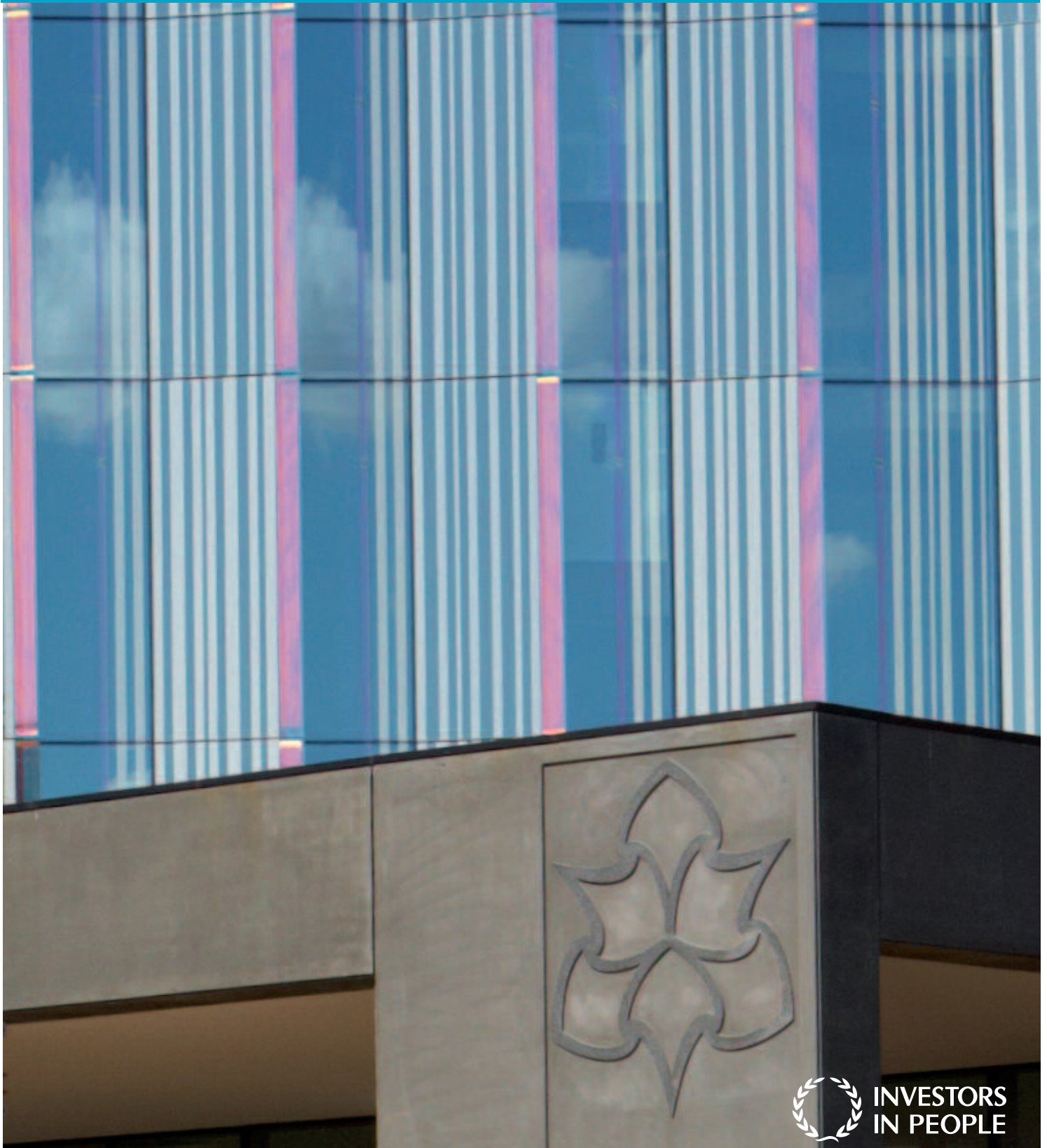


# Facilities Strategic Framework 2011/12



Manchester  
Metropolitan  
University

## Facilities



INVESTORS  
IN PEOPLE

## Facilities is responsible for the provision of the following services to MMU students, staff and external partners:

- Building Maintenance
- Environmental Sustainability
- Small Capital Projects
- Mail, Reception, Portering and Cleaning Services
- Catering
- Conference & Event Management
- Management of Student Accommodation
- Transport Services
- Sports Services
- Installation & Maintenance of Specialist Equipment



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This is our 4th Strategic Framework, since the creation of Facilities in 2007 and provides details of our focus for 2011/12.

## Vision: To Improve Service Delivery Through a Cost Effective, Single Facilities Team

### Mission

Our mission is to work together to deliver a value for money service by:

- Providing a supporting environment for managing change
- Leading, inspiring and developing our teams
- Delivering Value for Money services by maximising use of available resources
- Developing first time right solutions in our work
- Embedding Environmental Sustainability into MMU's culture
- Being customer focused and efficiently responding to customer needs
- Maximising opportunities to generate profitable income through our Commercial Services
- Providing a safe working, learning and living environment
- Continuing to enhance the student experience within Student Accommodation, Catering and Sporting activities
- Providing a quality and responsive service which we continuously seek to improve
- Managing a property portfolio which:
  - Minimises costs
  - Is responsive and flexible to changing requirements
  - Fully complies with legislation

### Values

We believe the support service we deliver should demonstrate the following core values:

- **Service Delivery**  
Meeting customer needs using Value for Money solutions
- **Equality & Diversity**  
Recognising that everyone has a positive contribution to make in the delivery of our work
- **Respect & Trust**  
Providing an environment for honest and open communication where everyone in Facilities supports one another
- **Valuing & Investing In People**  
Being committed to staff development, supporting people through change and recognising success
- **Innovation & Improvement**  
Developing and implementing ideas to continually improve our services
- **Co-operation & Partnership Working**  
Working as one team across Facilities
- **Ensuring Accessibility To Our Services**  
Providing a flexible and visible service which is easily accessible by our customers
- **Sustainability**  
Providing a supportive environment which recognises and implements ideas to conserve resources

### Medium Term Priorities

1. Support the delivery of the campus consolidation and capital programme
2. Enhance staff satisfaction
3. Deliver creative solutions to achieve value for money
4. Lead change management within Facilities
5. Improve our systems & processes to create an effective Facilities department
6. Enhance environmental sustainability practice across the University
7. Continually improve service delivery to our customers
8. Support the University's aims to improve student satisfaction

# Key Targets

## Priority 1

### Support the delivery of the campus consolidation and capital programme

- Complete the MMUBS decant programme
- Complete the 16 enabling property relocations on the All Saints Campus
- Develop operating plan for the new MMUBS and Art & Design buildings
- Relocate catering facilities on the All Saints Campus
- Contribute to the Intelligent Building Strategy

## Priority 2

### Enhance staff satisfaction

- Develop and deliver an action plan to address findings from the staff survey
- Develop and deliver a Facilities wide staff development plan and training records management system
- Review Facilities staff recognition strategy including CustomerFirst programme
- Complete recruitment to vacancies and set clear objectives/induction programme

## Priority 3

### Deliver Creative Solutions to Achieve VfM

- Deliver budget for FY2011/12
- Undertake comprehensive review of Facilities contracts and develop sustainable procurement plan

- Review and update Maintenance & Property Investment Strategy
- Complete space utilisation review
- Complete review of mail
- Continue to reduce the catering deficit

## Priority 4

### Lead change management within Facilities

- Implement "Project Gateway" phase 1
- Develop and implement in house maintenance solution

## Priority 5

### Improve our systems & processes to create an effective Facilities department

- Review Facilities wide business administration systems and processes and develop three year improvement plan
- Implement the Facilities H&S plan
- Develop catering EPOS business case
- Review current Facilities IT systems and action plan
- Re-energise and create a dynamic Facilities website and staff portal

## Priority 6

### Enhance Environmental Sustainability Practice across the University

- Ensure compliance with all environmental legislation and maximise opportunities to deliver best practice

- Increase effectiveness and diversity of environmental communication across the University to promote engagement and cultural change
- Deliver activities that support a continued reduction in the University's carbon footprint and understand our wider environmental impact
- Reduce waste to landfill and enhance MMU's recycling facilities
- Effectively manage future car parking resources and support sustainable travel options for staff, students and visitors

## Priority 7

### Continually improve service delivery to our customers

- Deliver backlog maintenance programme
- Develop conference strategy implementation plan
- Develop Facilities marketing and communications strategy

## Priority 8

### Support the University's aims to improve student satisfaction

- Provide student employability opportunities
- Review the 5 year sports strategy
- Create an on-line student accommodation induction
- Improve communication to students to promote access to services





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# Facilities

This publication is available in alternative formats.  
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