



November 11th 2011

## FSMT Updates

Here are details of the key items discussed at FSMT on 31<sup>st</sup> October 2011:

- Mary Heaney attended FSMT as part of her Staff Survey Action Plan commitment to learn more about the department. The Annual Planning Process is changing and FSMT agreed the steps the department needs to take to comply with the new process.
- How Facilities can best support Kevin Bonnett in improving the Student Experience across the University was discussed and it was agreed we would propose a workshop with the new Associate Deans & SAS Managers responsible for improving the Student Experience to agree where the improvement areas we should be focusing on.
- The VC has praised our work advising that we are making "real progress" as a Department following Heather's Update Report to Directorate on 17<sup>th</sup> October 2011
- Recent partial handover of the new MMU Business School was discussed and the actions agreed to ensure the building is ready for occupation in March 2012.
- An update on the recruitment of the Head of Business Administration was also given and 36 applications have been received. These have now been shortlisted and interviews are scheduled to take place on 22<sup>nd</sup> November 2011.

*Heather Wilson*  
Director of Facilities

## Bitesize Distribution List

If you have any new staff or know anyone who would like to receive Bitesize regularly, please let me know their names and email addresses and I will add them to the distribution list.

*Kirti Mistry*  
Facilities Administrator

## In the news.....

Jacqui McPeake would like say a big well done to Phil Rhodes and the Pennine team for the dinner held in the Pennine last Thursday evening. She would like to pass on the positive feedback she received from the organiser:

'I just wanted to pass on my sincere thanks for everything you did for us last night and especially your calm and unflappable reaction when the lecture overran and the guests were half an hour late for dinner! The Pennine Suite looked great, the service was first-class and the food was excellent (thank you for the hot pot which I took home and was absolutely delicious!). Damian Hughes who was the guest speaker, wanted to offer his sincerest thanks on behalf of his family for your amazing work and the great job you all did in making the evening so incredibly special. He can appreciate just how much time and effort goes into events like this, and wanted to reassure you that it was hugely appreciated.'

Heather Wilson said she enjoys receiving such positive feedback and it is a testament to Phil and the Pennine Team. She is very pleased with what they are achieving.

Kath Butterworth would like to thank Ronnie O'Neill, Joseph O'Reilly and their teams at Geoffrey Manton and Ormond who attracted glowing compliments from the conference office for their support at two recent events. James Charnock commented that

'Both events went really well and this was largely down to the members of the Facilities team who were excellent, so thank you all. In particular Ronnie and Joe who went above and beyond the call of duty and consequently Edinburgh University seem to be recommending us to everyone! and the Internal lecturer, who is new to MMU, had a very positive first impression of running an event here, which from our point of view is like gold dust!'