Among the Senior Managers who returned to the shop floor in Facilities were Mary Heaney, Director of Services.
Last year has seen Facilities go through a number of complex team restructures which are now almost nearing completion. I am pleased to advise that we have been able to keep any compulsory redundancies to an absolute minimum by offering affected staff early retirement, alternative employment and through not replacing vacant posts.

I want to thank everyone for the patience and professionalism they have shown whilst we have completed the restructures. You have all shown true integrity.

Our main priorities for 2010/11 will be on developing the new teams, making sure everyone understands their new roles and responsibilities developing ideas to improve communication across the Department and seeking ways to improve service delivery which makes each of our roles easier to deliver and provided a more complete joined up service to our customers.

Over the last 3 years we have gone from having two separate CaReS and ProMPT departments with their own administration functions to now having all the building blocks needed to create a single Facilities Department with a single consistent approach to customer service. I am so looking forward to seeing the benefits which can be achieved.

Heather Wilson

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**Back to the Shop Floor**

Mary Heaney, Director of Services, completed a full shift with the team at Hollings – starting with Reception duties, moving on to cleaning the gents toilets and the notorious machine room in the Clothing block where Mary found that vacuuming pins out of the carpet was a bit of a challenge.

When asked what she had learnt about the service, Mary stated “There’s a lot more to the jobs of House Assistant, Receptionist and Cleaner than I realised, in terms of quality standards and procedures to ensure customer care is of the highest order.”

Mary was “hugely impressed by the professionalism and commitment shown” by all the staff she met and thanked them for their patience and generosity of knowledge. She is also looking forward to returning to see some of the areas when they are in full flow during the academic year.

At MMU Cheshire, the Dean of Faculty Dennis Dunn worked with the Catering team to serve student meals at Crewe. He is pictured here with chef Steve Newton learning about the hot food on offer. Dennis felt that he got the opportunity to see the University from a different perspective and also acknowledged that the “front line staff have to deal with a lot of issues beyond their job description”. On the plus side, Dennis is now an expert at producing the perfect chicken tortilla wrap!

Look out for more Back to the Shop Floor stories in the spring newsletter when we follow Gerry Kelleher and the Security team.

Mary Heaney pictured with Tom McManus, Domestic Assistant at Hollings.

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Zero Waste 2010
(Give it don’t bin it)

The results are in... and this year we have managed to divert a massive 17 tonnes of students’ unwanted items from landfill to local charities in Manchester – that’s 5 tonnes more than in 2009!

We donated food, kitchen and electrical equipment, clothing, books, bedding and furniture items as well as upping the recycling rates of paper, plastic, glass and cans. The Environment Team worked in partnership with Manchester City Council and the University of Manchester and managed to divert over 50 tonnes of waste from going to landfill from halls of residence and privately rented student accommodation throughout Manchester.

Volunteers from MMU, the Students’ Union, People and Planet and the European Architecture Students Assembly (EASA) worked tirelessly to collect items donated by students in halls residence when they moved out this summer. If you’re wondering what 17 tonnes looks like, we donated 6.7 tonnes of clothing to Oxfam, that’s equivalent to 13,400 pairs of jeans, over 1.4 tonnes of electrical items equivalent to 700 toasters, 3.1 tonnes of pans, crockery and food- equivalent to providing over 5000 students with a dinner plate and cutlery, and 4.3 tonnes of bedding and furniture items.

Oxfam, Mustard Tree, The Wesley Centre and Christian Concern collected unwanted items from our halls to the benefit of communities in and around the Manchester area. If items were not suitable for donation, then local recycling companies were called in save as much waste as possible from going to landfill.

This campaign contributes greatly towards achieving the University’s aspirations towards Zero Waste, and plays a huge role in raising student awareness around the issue of waste- especially with regard to reuse and recycling.

Many thanks to all the Facilities staff who helped make Zero Waste a huge success - we look forward to achieving bigger and better things in 2011!

Green Impact 2010/11

Green Impact 2010/11 is being launched in October and we are looking for all departments to take part to shout about their environmental practices in the workplace. This innovative accreditation scheme is specifically designed for departments within universities, and is a great opportunity to get involved with your colleagues to improve your environmental performance, whilst competing for a Bronze, Silver or Gold level at our Green Impact awards ceremony.

After a successful first year, 14 departments took part with the Accommodation Office team achieving the coveted gold award. You can create your teams of at least 5 staff members within the same department, building or job function, and you can be as creative as you like to implement easy practical actions to help the environment. We need even more teams this year, from those who already do lots to others who are wondering how to get started, there is something for everyone!

Jen Strong, Greener Living Coordinator, is a new addition to the Environment Team, and will be providing support to teams across all campuses, helping to inspire and encourage more environmentally friendly behaviour within the workplace. Green Impact launch events are being held across the University within October, if you would like to attend or if you are interested in joining the scheme please contact Jen by email at j.strong@mmu.ac.uk. To find out more please visit the MMU Green Impact website at www.mmu.ac.uk/environment/greenimpact.

Fairtrade Update

The University has maintained its achievement of Fairtrade status for the third year running. Some of the events that have contributed to the continued accreditation include:

- Chocolate tasting at Hollings
- Go bananas in All Saints park
- Homemade cake stalls
- Stir fry days
- Swap shops – exchange your usual snack for a tasty Fairtrade alternative

Many thanks to all of you who support the Fairtrade brand. If you have not tried Fairtrade products, why not give it a go - you may be surprised!

Catering

In preparation for the start of term, the Catering Management team held a workshop to concentrate on new products, customer service and relationships with stakeholders – including a ‘speed dating’ session to encourage networking between suppliers, catering managers and their customers.

To encourage you to visit your local MMU catering outlet, we are offering a free hot drink for Facilities staff on November 12th – just present the voucher below to the cashier to receive a free tea or coffee.

Free tea or coffee
Friday 12th November
Training Successes

Congratulations to the following staff who have completed accredited training:

**Welcome Host** – Paul McGrath, Beverley Tonge, Ben Wilcox, Michael Collins, Anthony Stephenson, Anthony Stafford, Sam Bailey and Georgie Clegg

**NVQs**

- Level 1 Cleaning: Homero Leite, Kamil Daszkiewicz
- Level 2 Cleaning: Marcin Plucinski, Richard Lewis, Bernard Hayward, Anthony Stephenson and Anna Briggs
- Level 2 Customer Service: Angela Carruthers
- Level 2 Multi-Skilled Hospitality: Tina Heslop

MacMillan Coffee Morning

The staff at Didsbury took part in the world’s biggest coffee morning in September to raise money for Macmillan Cancer Support.

Staff and students enjoyed their coffee morning Parisian style with a diverse selection of coffees, homemade cakes and background accordion music provided by two of the teaching staff. Organisers said they had great admiration for the support Macmillan Nurses provide and added “Everyone, across the board, from the managers to the cleaners have worked hard to make this a success.”

The House Forepersons Gary, Kurt and Louis were on hand to oversee the event and many of the domestic assistants provided cakes and biscuits.

To date, the event has raised almost £280.00

‘Your first port of call for filming enquiries’

Moth balled for the last eighteen months, Shepherds House, part of the Elizabeth Gaskell campus, wasn’t looking its best… that is until the Conference Office stumbled across a unique way to get it a partial free makeover and generate income for MMU at the same time.

During September, we worked in collaboration with the BBC, facilitating work on a new BBC drama; *The Young Morecambe and Wise*, which will hit our screens in December this year.

Despite featuring such national treasures as Vic Reeves and Victoria Wood, it is Shepherds House which naturally stands out as the star of the show, showing off its undoubted acting skills as ‘Hotel Reception’, ‘Hotel Lounge’ and a particularly piquant display as ‘Rehearsal Space’ for the young comedians, after a paint job and work disguising elements of the room.

This collaboration follows on from the filming of *The Road to Coronation Street* in July in the Chatham Building on the All Saints Campus. Jane Horrocks, Jessie Wallace, Celia Imrie, Lynda Baron and James Roache starred in BBC Four’s dramatic portrayal of how Coronation Street was born, as part of the Great Northern Season.

So, the next time a location manager pops into your building or contacts you about filming at MMU, direct them to the Conference Office (ext 1565) so we can find out exactly what they’re looking for and ensure all the appropriate contractual, insurance and safety elements are covered.

Facilities People

**Hello to...**

the following staff who have joined Facilities or changed roles over the past few months:

- James Charnock and Rachel Burgess, Conference and Event Coordinators.
- Jamie McBeath, Amanda Wainer and Nayyar Ghous, Security Patrol Officers.
- Harry Korkou, Head of Sport.
- Udeni Salmon, Head of Business Administration.
- Karl Ashworth and Patrick Mulcahey, Domestic Assistants Didsbury/Gaskell and Alan Pawson and Vivian Eseka at All Saints.
- Sam Wise and Carol Goodfellow transferred from Alsager to Booth Hall.

Marcin Plucinski will be leaving John Dalton to join the team at Cambridge Hall of Residence as a Back Up House Assistant. He will be missed by all his friends and colleagues who wish him success in his new role.

**Goodbye to...**

Alan Kitchen, House Foreperson at John Dalton East has sadly retired due to ill health. We all wish Alan the very best in his retirement, he will be missed by all his friends and colleagues.

Emilio Sanz, House Assistant at Didsbury who has recently retired.