

**Imperial College Union  
Deputy President Finance and Services Report  
Union Council 3<sup>rd</sup> November 2020**

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**Summary:**

- CSP Activity Registration
- Operational Administrative Tasks
- Commercial Services table service app and discount policy

College Meetings & Prep	Student + Union Meetings & Prep	Operational work (day-to-day)	Project work (major goals)	Misc
5%	25%	50%	5%	15%

My first individual report to Council report of the academic year 2020-21. I have been very focused on operational tasks with the rest of my time being dedicated to fixing immediate issues caused by COVID. My role has an incredible administrative burden and is one of the first things I want to look at off-loading to the appropriate members of staff (alongside Abhijay), so that I can focus my time on improving our service offering and being more open to challenge College on the decisions they make around the services they provide.

**Updates:**

- Training – I worked with the Student Opportunities & Development Team (SODT) to create finance training for all CSPs, MGs & CUs.
- Activity Registration App – I have worked a lot on implementing a centralised system for CSPs to register their activities and a place for us to review the risk assessments to make sure the activities they run are safe. I have also been providing general support in maintenance of the room booking app to make sure it was functional for use this year.
- CSP Admin – A large proportion of my time has been around signing contracts and manually doing refunds for CSP shop products (which are still numerous given COVID and the backlog from last year). I have been having conversations about the migration of these tasks to full-time staff members, more can be found in my objectives.
- CSP funding model – Worked closely with Ross to develop an upfront reduction on CSP grant allocation, which I have now taken a step back from.
- Table service app – I have worked closely with our Systems Manager and our Operations Manager to implement an app for table service within our bars.
- Finance Policies – I worked closely with our Outsourced Finance Director to develop policies and supported in the development of Finance papers for the Finance & Risk subcommittee of board (i.e. Investment papers, Reserves Policy etc.)
- Pushed to release student-staff discount policy – We have recently released a new discount policy for our student-staff, so we can improve our relationship with those staff and take a step in the direction of rebuilding trust in our Commercial offering.

**Objectives:**

Here are the objectives I've set for myself for this year. I've included relevant manifesto points in red next to the appropriate objective.

1. Conduct a Commercial Services review (**Introduce and enforce a Health and Safety management tool**)
  - 1.1. To build our Commercial Services directorate on the following principles:
    - 1.1.1. Our services need to be realigned with what students want and need;
    - 1.1.2. Our staffing needs must be sustainable and more flexible, which results in a staffing model that is more casual staff focused;
    - 1.1.3. Where possible, bring students on board to help with decision making and the direction of our services;
    - 1.1.4. Use our services to better our Charitable Purpose and support our student groups.
  - 1.2. This includes:
    - 1.2.1. Conducting a SWOT analysis of our Commercial Services;
    - 1.2.2. Creating a Commercial Services strategic plan;
    - 1.2.3. Creating a venues plan;
    - 1.2.4. Creating a sustainable staffing model;
    - 1.2.5. Reviewing our marketing/comms for our services;
    - 1.2.6. Reviewing our EPOS system & Online Shop experience;
    - 1.2.7. Implementing specific policies (i.e. pricing policies).
  - 1.3. I have assigned the Health & Safety management tool to this objective as a large part of this review will be around H&S.
  
2. Develop a framework for the use of the Union Building for CSPs (**Introduce and enforce Maintenance Plans for Union equipment so the Union building and other campuses are fit for purpose in the future**)
  - 2.1. To create a suite of Service Level Agreements (SLAs) between the Union and key student groups to understand how we can get the best out of the spaces we provide; who should be maintaining them; how they are to be used; and, who should be funding them.
  - 2.2. Will also include:
    - 2.2.1. Implementing an annual usage monitoring plan;
    - 2.2.2. Engaging in a large student consultation around our spaces;
    - 2.2.3. Creating Preventive Maintenance Plans (PMPs) for each of our student spaces.
  
3. Review and change CSP processes, policies and services (**Re-assess the effectiveness of the approval chain of eActivities finances to speed up claims and event budget approval**) (**Automate services such as Room Bookings so CSPs are not left waiting for responses and to be able to view current bookings of the Union's rooms**) (**Incentivise CSP events by providing management support and training**) (**Introduce development training for all Student Staff and Volunteers**)
  - 3.1. Our services for students are very heavily focused on the DPCS and I to do approvals and sign offs. We need to review which staff roles should be involved in which processes to increase our effectiveness as a Union at dealing with CSP requests and be less dependent on Officer Trustees.
  - 3.2. This includes:
    - 3.2.1. Improving the approach to specific processes;
    - 3.2.2. Introducing key policies;
    - 3.2.3. Improving approval and query response times;
    - 3.2.4. Introducing a CRM system for student queries.
  - 3.3. It is worth noting, whilst I do not mention training here, Ross will be leading on a CSP training review of which I shall be involved (this supports the later 2 manifesto points mentioned above)

4. Provide a better Union presence/ space on other campuses (Provide Union presence at other campuses and get the Union involved on White City development plans so Student spaces can be expanded)
  - 4.1. To undergo a review of the support we provide on campuses currently.
  - 4.2. To undergo a formation of a White City Exec to give students in White City a voice to make necessary changes and help us guide the direction of the developments.
  - 4.3. To improve support to the Silwood Exec as they currently receive little support and struggle given students are typically only around for one year.
5. See through the Union Concert Hall redevelopment project
  - 5.1. In 2018, the Concert Hall Users' Group (CHUG) were awarded c£425k for a redevelopment project for the Union Concert Hall (UCH) by the Harlington Committee, to improve the space to become more of a 'theatre' than a town hall, whilst having the flexibility of being able to use it for other activities as needed. We need to make sure that this project is about improving the space for the Union (and, therefore, the relevant key groups involved), but to also make sure it is done strategically.
  - 5.2. To lead the UCH redevelopment project to its conclusion and to make sure it stays focused towards the needs of current and future students.

#### Other manifesto points:

My manifesto point (allow students to have control over Union events by pulling together a Student-based Committee to oversee them) is not mentioned in the above objectives as it is included in the SSB Standing Orders that will be coming to Council.

#### Upcoming:

- Working towards the above objectives;
- Sponsorship Contracts and Refunds are currently still on my plate, but I am hoping to have these passed over to full-time staff by January 2021;
- Review of many health & safety policies;
- Resuming of SSB including new Standing Orders for the Committee;
- Commercial Services review and looking at the potential to open our other bars.