

# DPFS Report to Union Council – July 2021

*Sam Lee*

My final individual report to Council for the academic year 2020-21. I am going to take this opportunity to update on where my manifesto points are now at given the end of this academic year, and a look back at some of the major pieces of work that I have been involved with. I will then have a section for the work that I will be looking to complete over the summer in preparation for the new academic year.

## Manifesto Update

### **Conduct a Commercial Services review**

- This became one of the 5 major Board reviews that were kicked off. Throughout the year, I had been running SWOT analysis' of the Venues and Shop, which became part of the wider review. This will be continued into the next academic year with an end point looking to be about Christmas 2021.

### **Develop a framework for the use of the Union building for CSPs**

- Full audit of Union spaces is underway and closing on completion.
- Full set of principles for CSP space & storage allocation has been drafted.
- Wider space review was initiated as one of the 5 major projects of the Board.
- Created a Commercial Bookings policy that outlined a key set of principles for when Commercial Bookings will be allowed that limits the disruption to students and CSPs

### **Review and change CSP processes, policies and services**

- Sponsorship contracts process has been changed which should see faster response times for CSPs. I also have more aims for this to still improve with a more automated system, which I will be looking at over the summer.
- BACS payment run changes has taken a lot of the CSP financial processes away from OTs and moved back towards the finance team to allow for more agile and faster approval times.
- Kicked off a piece of work looking at CSP refunds (another major time sink for my role) which should enable more staff and departments to be involved in refunding their relevant products.
- Worked closely with Systems and College ICT to initiate a review and new implementation for how CSP role accounts are handled, which will mean they don't expire and potentially lose important information.
- 3-year CSP development plan produced

### **Provide a better Union presence/ space on other campuses.**

- There has not been much movement on this area due to COVID-19, and College slowing these discussions down in light of this.
- I will work with Lloyd and Abhijay to involve myself in these discussions as they continue to pick up into the new year.

### **See through the Union Concert Hall redevelopment project**

- This project, when I inherited it, was nowhere near the level of improvement students wanted or were expecting as per the original plans. I worked closely with key student

stakeholders, College, and Union staff to realign this project to being a project students would be proud of, especially given past projects on the UCH were similarly bad in nature and did not incorporate student expectations as it should've done.

- The building works have officially kicked off as of the 14th June 2021, with it looking to be finished by the 1st October 2021 in time for the new academic

## Other Major Pieces of Work

- **Activity Registration App:** This is a piece of work I undertook right near the beginning of my role, as we were looking at COVID with no real way of tracking Risk Assessments for CSPs and their events.
- **COVID-19 Operational Challenges (Venues):** It is worth noting the many hours within the first half of the year, were spent working with the MD and Venues & Operations Manager to get the venues up and running under restrictions, I also did a lot of work to get our mobile ordering app setup for the bars.
- **COVID-19 Operational Challenges (CSPs):** I did a lot of work with the Student Opportunities & Development Team & DPCS to enable CSP activity to occur (and safely) under restrictions. In both these areas, we kept having setbacks due to constantly changing restrictions, and had to keep changing our approach in these areas.
- **Sustainability:** This year we have seen many sustainability changes within the College, arising from their launch of a Sustainability Strategy. I was also asked to sit on the Grantham Advisory Board (to advise on prioritising issues within the Grantham Institutes – within both Imperial and LSE; and advising on the strategic direction of the Institutes). Campus Services are also making some positive changes to the sustainability of the catering the College provides, and I have been involved in these discussions and helped prioritise the work happening there.
- **CSP Training**
- **Table service portal for venues**
- **Finance policies (Investment papers, Reserves Policy etc.)**
- **Health & Safety Policies**
- **Staff Discount Policy**
- **CSP Development Plan**
- **Services & Sustainability Board Changes**
- **DPFS Role Review**
- **Recruitment (Web Developer, Director of Finance & Resources, Multiple Venues Roles)**

## Projects & Work to Complete over the Summer

- **Too Good To Go (Food Waste)** – A piece of work that has spun out of SSB, I will be working with our Venues & Retail teams to do a feasibility study and implementation. I will also be liaising with College's Catering team to learn more about their wastage and lobbying for implementation of this within their team.
- **Sponsorship Contracts** – I will be working with the SO&D team to analyse proposals I have received to automate our sponsorship contract process using an external document signing company, and look to implement something by October.

- Services & Sustainability Board – I will be working to create an annual calendar of business, and look to see where we are lacking policies that relate to these areas.
- Commercial/ Space/ People & Culture Reviews – These three reviews will be continuing through the summer and I will be supporting the work in these areas
- Welcome 2021 – I will be working closely with the outgoing and incoming OTs to plan the Welcome 2021 events as well as the Welcome Fair and other parts of the Welcome Season.
- Refunds Review – I will work closely with our finance team to do some reviews of refunds for CSPs and look at how we can make improvements to distribute workload
- Mailbox management – Managing my inbox has been a part of my role I have really struggled with, and I will be looking to work over the summer on getting better at managing it and responding to queries quicker.
- President's Community Fund – I will be working with staff (both within the Union & College) to complete applications for the President's Community Fund to make multiple student spaces better for students.
- Reynolds Redevelopment
- Multiple role recruitment inline with the Back to Basics Strategy