

# Striking, stunning and opening soon...



## **The striking profile of the £16 million, six-storey Marjorie and Arnold Ziff Building, with its sweeping curves and reflective glass, cuts a commanding presence at the main gateway to the University, on Cavendish Road.**

Around 200 teaching and administrative staff are due to move into the new Ziff building between now and late December, including the Vice-Chancellor and the senior executive team (from 16 to 20 October).

“Inside and out, it’s a fantastic looking building and I think we’ll all be very proud once it’s fully operational in January,” says Professor Stephen Scott, Pro-Vice-Chancellor for staff and students. “It will be an inspiring place to work offering new opportunities for staff development, as well as providing a great space for students. One of the major benefits is the creation of a larger team offering a more joined-up approach to the way we deliver student services.”

The Ziff building unites six teams under one roof inside the new Student Services Centre. From the start of January 2009, a wide range of administrative services will be available to students at the ground-floor counter (level 9), including the payment of fees, finding accommodation, or replacing ID cards. Most of the centre’s staff will be moving in between 16 and 19 December.

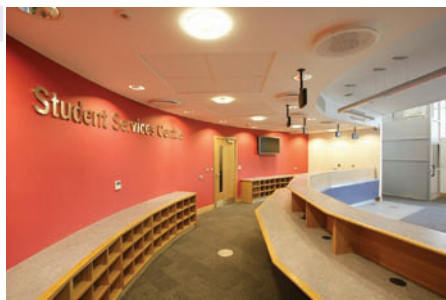
The University has also met a longstanding promise to relocate the Lifelong Learning Centre (level 11), provide five additional teaching labs for the Language Centre (level 12), and new offices for the Centre for Joint Honours (level 11) and the International Foundation Year Office (level 12). Most of the

academic and support staff on these floors arrived in mid-September.

On the first floor (level 10), everyone can enjoy the new Café Maia coffee bar run by RCS, which opened for business this week. Seating up to 70 people, it has an eco-friendly theme with a unique textured wall made from coconut shell, and prides itself on selling locally sourced and Fairtrade products. Visitors can also enjoy soft lounge chairs, wi-fi access, and four computer stations.

The Ziff building is one of the University’s greenest buildings on campus; it is about 20% more energy efficient than other similar buildings of its kind in the UK. Awarded a ‘very good’ BREEAM rating, it

Marjorie and Arnold Ziff Building



The Ziff building is named in honour of Marjorie Ziff, and of her late husband Arnold Ziff, both longstanding friends and supporters of the University.

Its construction was made possible thanks to a substantial donation by the Ziff family's charitable foundation and from family companies Stylo Group plc and Town Centre Securities plc.

The building was designed by Leeds architects Farrell & Clark and built by Shepherd Construction.

From the end of December, the Student Services Centre front counter will be open Monday to Friday, 9am to 5pm (except Wednesday, when it opens at 10am). There is a lower counter for wheelchair users, and hearing loops at several counter positions.

features energy-efficient features such as displacement ventilation, chilled beams that cool the air by pumping water through pipes in the ceiling, brise-soleil sunshades on the windows, and high levels of insulation.

Steve Gilley, deputy director for Estate Services, says: "This has been a major project for us over the past few years and we'd like to thank all staff for their involvement, input and patience. We sincerely hope that people will enjoy their new surroundings, particularly those staff who are moving from older properties into this 21st century building."

"There's bound to be a period of adjustment though, and our maintenance, security and cleaning teams are getting up to speed with everything so they can respond to any enquiries to our helpdesk."

For Andrew Parkinson, the project manager for the Student Services Centre project, the building's completion represents the culmination of over two years of intensive planning. The iconic Ziff building aims to roll out the welcome mat for students from the moment they step on campus, making use of cutting-edge IT systems.

"Our vision has been to provide a professional, personalised service to our

students at the heart of the campus," says Andrew. "We need to focus on them as individuals and help them feel at ease. Our friendly, efficient team of counter staff will be able to resolve most questions they might have, or proactively refer them to other student support services on campus such as the Careers Centre.

"Over the next few months, we'll be looking critically at every aspect of what we do and how we do it, and building closer relationships with schools and faculties to support them in their processes to assist students," he adds.

The recently-appointed Student Services Centre manager, Gillian Healy, agrees that becoming known as a 'beacon of good customer service' will be critical to their success. "The excitement of the initial investment in the building is now being matched by investment in people through specialised training for more than 100 front-of-house and back-office staff, and procuring new technology to back that up," she says.

"I hope that students will get a 'wow' factor about the entrance," says Gillian. "The design is state-of-the-art with very clean lines. The counter team wanted our customers to feel a happy buzz around the place.

"We will have a call forwarding system to streamline the queueing and have staff ready to point people in the right direction just in case they don't need to even be there. And while they wait, there will be information on VDU screens. For example, in degree ceremony time, we might play the webcast so they can see a live graduation ceremony in progress while they are queueing."

The new offices for the Vice-Chancellor, Pro-Vice-Chancellors and directors are located on level 13, alongside a new Council Chamber where monthly meetings will be held.

Dr Stella Cottrell is also very pleased with the new facilities for the Lifelong Learning Centre on level 11. "We now have dedicated space for mature and part-time students to meet each other, and relax before or after taught sessions. There are also private interview rooms for student support, such as pre-entry guidance and personal tutoring, and we are in the process of developing the resource area for students."

Visit the new website for the Student Services Centre at [www.leeds.ac.uk/sscp](http://www.leeds.ac.uk/sscp) for a list of frequently asked questions. **W**