

**Imperial College Union  
Board of Trustees / September 2023  
Operating Plans (OPs) Summary**

Author(s): Tom Newman (Managing Director)  
Ashley Cory (Interim Director of Support Services)  
Cat Turhan (Director of Membership Services)  
Robert Pegg (Director of Commercial Services)

Purpose: To update Board on the Union's annual planning round and provide a high-level summary of some key developmental projects planned for the 2023/24 academic year.

### 1. Context

In July 2023 the Board approved the Union's new Strategic Plan and direction. The operating plans were developed concurrently with the strategy and represent year one of delivery.

As per the terms of reference approved by the corporate governance review in 2021, the Union's Management Committee has the delegated authority on behalf of Board to:

- *Lead on the development and delivery of the annual planning, budgeting and monitoring rounds.*
- *Approve operational policies and procedures related to the services and activities of the Union.*

A high-level summary of the developmental projects has been produced to assure Board to provide summary information regarding key projects.

### 2. Structure & Process

Operating Plans (OPs) have been produced at the *team* level. Each plan is owned and has been developed by the relevant line manager, with oversight and direction provided by the relevant senior manager.

<b>Area</b>	<b>Type</b>	<b>Staff Lead</b>	<b>Senior Manager</b>
Student Representation & Governance	Student Facing	Clem Jones	Cat Turhan
Advice Centre	Student Facing	Darren Douglas	Cat Turhan
Student Activities	Student Facing	Rob Fenner	Cat Turhan
Facilities, Health & Safety	Support Service	Sital Gandesha	Ashley Cory
Marketing & Communication	Support Service	Glen Whitcroft	Ashley Cory
Systems	Support Service	Phil Steward	Ashley Cory
People	Support Service	Anastasia Terzoglou	Ashley Cory
Retail	Student Facing	Rob Pegg	Rob Pegg/Michelle Berry
Food & Beverage	Student Facing	Kat Iliopoulou	Rob Pegg/Michelle Berry
Events & Income	Student Facing	Roberto Sorrentino	Rob Pegg/Michelle Berry

Finance	Support Service	David Ashton	Ashley Cory/Peter Greaney
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AOPs were considered by the Union's Management Committee on 12 September. Further termly reviews are scheduled for the following meetings:

- i. November 2023
- ii. March 2024
- iii. June 2024

### 3. Key Developmental Projects

Alongside major objectives identified in the Officer Trustee update which will be supported by the teams, some key developmental projects to highlight include (more detail can be provided verbally):

Area	Key Developmental Projects
Student Representation & Governance	Complete a Union Democracy Review Implement Postgraduate review recommendations Facilitate effective administration of the Academic & Wellbeing Representation Networks
Advice	Deliver Wellbeing campaign on Imposter Syndrome, Exam Stress and Estranged Students Deliver a lobbying strategy to change the College's Mitigating Circumstances, Academic misconduct, and Appeals policies and processes Test the Advice Service at White City
Student Activities	Develop and deliver the annual CSP leader training programme Review processes and make necessary process adjustments in line with SUMS implementation project Define and deliver student reward and recognition programme
Facilities, Health & Safety	ICU Building Management Plan Help develop the Union Capital Works Program Implement year one of Health and Safety Audit recommendations
Marketing & Communication	Support the implementation of SUMS and the new look website Develop a Communications strategy in line with the organisational priorities Communicate the impact of Union wins and our services
Systems	Execute the implementation of SUMS as our core systems infrastructure Implement differential pricing model for the Union's EPOS system Assist with retail online shop implementation Implement Student Experience Fund custom checkout
People	New People and Culture Plan Embed the new PDR process Agreed SLA with College HR
Retail	Develop the Graduation retail offer Build collaborations and partnerships with departments across College through an internal marketing plan Launch an improved online shop

Food & Beverage	Menu and prices review Develop service level agreements and standard operating plan Develop packages for CSPs and external bookings
Events & Income	Establish regular events in Beit, h-bar and Reynold's Bar Safe spaces campaign Develop commercial marketing and partnership sales
Finance	Support for Block grant submission VAT Review Improved training and communication for CSPs and Union Staff