

Type of duty	Description	Timeline	Actions	Outstanding (Y/N)
<i>Admin</i>	Role accounts, email addresses and passwords	Oct 16 - Nov 16	Role accounts and email addresses set up for all CSPs, monitoring when their passwords expire and resetting those that do.	N - This work was passed over to the Union Administrations team in early 2017. It is not the duty of a sabbatical officer and no longer lies within their remit.
<i>Finance</i>	Annual budgeting for the Union	Apr 17 - Jun 17	Reviewing, evaluating and discussing the balance sheets for the year and budgets for next year to decide on where to allocate funds in different departments/areas for 17/18. Budgeting for the organisation completed the presentation stages in early May. Budget holders and staff from different Union departments present their budgets for 2017/18 to a panel consisting of the DPFS, Union President, Managing Director, Head of Finance and Resources and the Finance Manager. The next stages will involve budget amendments, thorough evaluation and allocation dependent on the block grant negotiation headed by the Union President.	Y - Annual budgeting is an ongoing process that will be completed by July-end.
<i>Finance</i>	Sponsorship of CSPs and the Union	Aug 16 - Jul 17	295 sponsorship contracts personally reviewed and approved, amounting to £287,512.64 for the year to date, increased by ~20% to last year, the highest amount ever recorded for our CSPs.	Y - Make sponsorship electronic over handover period. A new post of Sales and Sponsorship Manager might join the marketing team for next year (17/18) depending on the Union budgeting process, who would work with the DPFS under their new remit of overseeing marketing and sponsorship opportunities for CSPs and the Union as a whole.
<i>Finance</i>	Major events paper	Oct 16 - May 17	Presented two proposals to SMG and Licensed Trade on behalf of ACC Snowsports and the Tri-Union Bar night committee in October. Began collating evidence for a 'major events proposal template' that students can use to plan events in advance, considering the major financial and reputational risks that may affect both the Union and the CSP. This work was validated in January when I facilitated and organised the return of 80% of £45,000 in ticketing sales income for SCC Punjabi after speaking to the NEC organisers and box office, the SCC Punjabi Foreign Performers leader and researching HMRC tax forms. The return of the remaining 20% from HMRC has been delayed by HMRC accountants, but returning the initial £37,000 has been a huge achievement this year and SCC Punjabi are no longer in debt despite beginning the year at ~£50k.	Y - Awaiting return of final 20%.
<i>Finance</i>	Activities Development Fund	Sep 16 - May 17	Allocating £15k to CSPs for developmental or contingency purposes. Meetings happened roughly once every two months as a sub-committee to CSPB. The entire pot has been used this year.	N
<i>Finance</i>	Accessible accounts infographic series	Oct 16 - Feb 17	As a registered charity, Imperial College Union is required to produce an annual report and set of accounts at the end of every financial year. This information is available on our website and covers all of the income and expenditure of the organisation. Although comprehensive, they are not easy to understand within a short space of time. Therefore I made it my aim this year to help make the Union accounts more accessible, by splitting down budgets that directly affect the student body. The infographic I began with is set to be the first in a series that increase the transparency of our Union, and hold us to one of our Strategic aims for 2017-2020: To ensure that we are a well-run, sustainable and functional organisation, positioning people and resources to best serve our members now and in the future. I broke down the Entertainments budget to explain why students pay for a Wednesday and Friday door charge.	Y - I will be showing the incoming DPFS how to break down management accounts and critically evaluate the Union's balance sheets in order to begin the second infographic in the series.
<i>Finance</i>	Finance Timeline	Oct 16 - May 17	In October-December, claims could not be processed during month end. Month end closes the previous month's accounts before starting the next month. The claims Unifi system was redesigned in December to include a new option to 'review' claims without posting them. Claims can now be reviewed whilst they come in during month end and they will then be paid in advance without being posted until the new month is opened. This removes the backlog of claims that build up in the 4-5 days when the month end accounts are being processed. It further avoids the subsequent rush to get the backlog paid after the new month opens. This change was effective immediately and is still live, having being tested when November closed and December opened. Conducive to this work with the Finance team, I created an automatic reply response to notify students of when the Finance team were working on a backlog and claims for reimbursement may be late. The reply reads thus: For the student financial timeline regarding transactions via eActivities from Monday 15th May 2017: All forms of expenditure are currently passing through the Union Finance team within 5 working days. This work was heavily slowed down with Elections work and the EPOS implementation.	Y - The incoming DPFS may want to edit the system as it stands and expand the timeline to sit on eActivities instead of automatic reply.
<i>Finance</i>	Financial authorisation level	Dec 16 - Jul 17	The authorisation level for Management Groups and Constituent Unions will be changed effective from Aug 17. The Union Financial procedures will be updated to account for the change.	Y - Ensure Financial Procedures and eActivities are aligned with authorisation levels from Aug 17.

<i>Finance</i>	Credit chargebacks	Mar 17 - Jul 17	OSC Sri Lankan have experienced charge backs on their Sapphire event for the past four years. I have been working with the Finance Manager and Managing Director to set out guidelines for events to protect them from future losses.	Y - Drafting the recommendations, will be finalising in July.
<i>Finance</i>	Streamlining donations and gift aid	Jan 17 - Jul 17	Worked with Systems and Finance departments to streamline donations coming into the Union. The current system for receiving donations is time consuming and confusing for new volunteers. We are still in the process of amending the Union income form to include internet bank transfers, and have taken steps to begin registering Imperial College Union with HMRC to add Gift Aid to donations from UK Taxpayers. The process has been delayed as other priorities are often more urgent.	Y - Finance team to complete documents registering us with HMRC to receive Gift Aid on donations.
<i>Finance</i>	Transaction lines / budgeting advice	Aug 16 - Jul 17	Advised students on their transaction lines from previous years, potential cases for reimbursement, locating income or emergency payments and annual budgeting.	N
<i>Finance</i>	Event budgets	Aug 16 - Jul 17	Reviewing and authorising event budgets. Managing those that are close to break even, signposting some groups to the AskActivities drop in session as the number of events increased throughout the year.	Y - The event budget authorisation process is under review with the CSP Finance sub-committee with Union staff and Officer Trustees. There are too many budgets to effectively review each week so the Union has increased event budget training to MG Chairs / Vice-Chairs and CU Presidents and Treasurers for next year. Considering changing the authorisation levels for budgets in particular but overall this area is not thoroughly supported yet and I would highlight it as an area for the next DPFS to monitor.
<i>Finance</i>	VAT Training	Dec 16 - Mar 17	Edited the VAT training manuals for students to better understand the protocol for VAT exempt events and how to reclaim VAT for general transactions.	N
<i>Finance/Mp</i>	Transaction authorisations throughout the year	Aug 16 - Jul 17	A huge part of the role has involved authorising various transactions on eActivities, via claims of reimbursement, purchase orders, imprests, credit card requests, donations, sales invoices, event budgets, tour budgets, international payments, transaction corrections, fund redistributions and internal charges. All of which I have personally authorised within 5 working days, or the DPCS has addressed separately. #DPFSstats - committing 458 refunds to date, approving 525 financial documents, 21 documents rejected and 9 went on to be fully approved as part of the 525.	Y - will continue until end of contract/handover
<i>Finance /Service</i>	PDQ machines	Sep 16 - Jul 17	Requested a PDQ machine for the Union Reception in September/October 16 but with the EPOS tender we also began to consider a new card payment company so no new machines were ordered in case they would become void to use later in the year. Instead collated information from Finance and Systems to pull together training and regulations for use over November-December. In May 17 new PDQ machines arrived from BarclayCard and I am now finalising paperwork for students to begin hiring them out.	Y - For the incoming DPFS to monitor.
<i>Finance /Service</i>	Removing the minimum spend	Jan 17	Worked with Licensed Trade to completely remove the £5 minimum spend on contactless and Apple Pay and to reduce the £5 minimum spend on chip and pin to £3 in Union outlets. Also effectively communicated the changes in a Facebook live video which received more than 5k views.	N
<i>Finance /Service</i>	Summer Ball	Feb 17 - Jun 17	Working with the Head of Social Enterprise to tie down the budget for this year, considering sponsorship options and ticketing prices in particular. Choosing Summer Ball headline acts: this year we will have two acts to react upon feedback from last year that the Great Hall hit capacity early and so many people were disappointed to miss out. Now we will have two acts, one in the Great Hall and one in the Queens Tower Rooms along with other entertainment pieces throughout the night. I have also worked closely with the LINKS to set the risk assessment and facilitate spaces for St. John's Ambulance from 7pm to 7am on the day of the event. We will also have vegetarian options on site as last year the suppliers did not turn up with adequate food for everyone.	Y - Summer Ball is coming up!
<i>Finance /Service</i>	AskActivities	Nov 16 - Jul 17	Working with DPCS and Activities to set up and attend Ask Activities drop in sessions where we answer common queries and collate the results in an email to send out to all CSPs. This helped to reduce the email enquiry backlog from CSPs.	N
<i>Finance /Service</i>	Yoyo Freshers Discount	Oct 16	Worked with the Licensed Trade Manager and Yoyo contacts to form a 10% discount on Yoyo Wallet transactions for all students using Union outlets.	N

<i>Finance /Service /Mp</i>	Electronic Point of Sale (EPOS)	Sep 16 - Jan 17	I was involved in every stage of the EPOS overhaul in Union outlets. Beginning by reviewing and providing recommendations on EPOS companies competing in the initial shortlisting, sitting on the tender panel to break down the list into 5 options, sitting on the interview and presentation panels for all 5 companies, discussing and agreeing the budgeting options for Retail and Licensed Trade, deciding upon Orbis Tech and aiding the proposal to Finance and Risk and the Trustee Board, before helping in the marketing and communication to students about the changes to be implemented throughout the year. A brief summary of the entire process with a number of justifications for the changes: Increased speed of service, 50% more tills across all outlets, Yoyo Wallet available in the Union Shop and Shop Extra, the ability to analyse data to provide a tailored service to what student want throughout the year, a single system for both Retail and Licensed Trade means we can provide cross-store promotions (i.e. points on coffee purchases can translate to cheaper stationery or clothing or food across different outlets), tablets for events (BBQs, stalls, Summer Ball, Carnivals, Graduation), new hardware requirements e.g. scanners for entry, loyalty schemes/offers/coupons/tailored promotions, kitchen management systems for 17-18 to increase speed of catering service in Beit Bars, the new tills are designed better in terms of layout making them easier to use for staff (although there are always teething issues with staff getting used to the new options), more streamlined and robust cashing up procedures for back-office including tightening up our financial control measures for audit purposes, training integrated onto tills (e.g. look up how to make a cocktail on the till instead of having instructions behind the bar), more in-depth sales and stock report analysis.	N
<i>Finance/Service/Student Development /Mp</i>	Role review	Aug 16 - Jul 17	In 2012 Imperial College Union was incorporated as a charity, with all sabbatical Officers (as they were known at the time) becoming (Officer) Trustees of the Union. Since then, changes to the role of DPFS were frequently talked about and a previous revision was proposed. The outcome of the January 14th 2014 Council paper 'Renaming the Deputy President (Finance & Services) Role' was to provide a full scale Role Review in time for the final Council meeting of the year. This was brought to Council in the June 10th 2014 paper which covered previous Council discussions and deliberations of the 2013/14 Officer Trustee team. The annual cycling of sabbatical Officers inherently makes long-term changes challenging, given in particular the overlapping of two academic years. Despite the June paper being accepted and approved by the final Union Council meeting of 2013/14, the necessary amendments to the Bye-Laws were not made as the Review was not given enough time to subsequently be taken to College Council, (after passing the Union Board of Trustees). The items that were approved were the proposed changes to the name 'Deputy President (Finance & Services)' to 'Deputy President (Activities & Finance)' and 'Deputy President (Clubs & Societies)' to 'Deputy President (Activities & Development)'. However, these changes were reverted in the first Union Council meeting of the 2014/15 academic year, resulting in no overall change. Recent criticisms toward the role lie in the lack of transparency in what the Deputy President (Finance & Services) does on a day-to-day basis and the diminished influence they have in strategic financial decision making, both within the Union and the College. Having spent several months in the role it was difficult to disagree with these concerns. There was a clear need for change, but not all of the solutions needed to be provided via (nor will be restricted to) amendments to the Bye-Laws. In terms of considering the Officer Trustees team together, all Officer Trustees should have overall control and leadership of the organisation on a day-to-day basis and need to be responsible for making impactful decisions for the benefit of its members. We need role descriptions that adequately reflect the shared responsibilities of the team. By unifying a core set of responsibilities for Officer Trustees in general, we are ensuring that the joint	N
<i>Ot</i>	SACAs / Union Awards	Apr - Jun 17	Helped to shortlist candidates for the Student Academic Choice Awards and the Union Awards. Also helped to present the awards on the nights.	N
<i>Ot</i>	UK General Election	Apr 17 - Jun 17	Flying around campus and speaking to students about the upcoming election, encouraging as high a young voter turnout as possible. Edited the Union website to include information on key dates, how to vote, how to register to vote and signposting to other sites and numbers for further information.	N
<i>Ot</i>	College Disciplinary	Aug 16 - Jul 17	Sat on multiple Union and College disciplinary committees as a student representative throughout the year.	N
<i>Ot</i>	Union representative to College Health, Safety and Environment Committee & Chair of Union Health and Safety Committee	Aug 16 - Jul 17	Presented the Union activities and incidents for 2015/16/17 to the College Health, Safety and Environment committee in the first meeting in October and three subsequent meetings throughout the year. Took notes on how to improve Union health and safety for 2016/17, with a focus on training CSPs and students in the workplace on SALUS reporting.	N
<i>Ot/Finance</i>	CSP annual budgeting	Jan 17 - Mar 17	Providing advice to CSPs on their budgeting plans for 17/18. Assisting the DPCS and CSPB in the allocation of £390k to all 375 CSPs.	N
<i>Ot/Finance</i>	Staff changes, shortlisting, interviewing appointing	Aug 16 - Jul 17	The following Union staff positions are those that I was directly involved in recruiting: Beit Bars Supervisor; Activities Administrator; Retail Manager; Assistant Retail Manager; Reynolds Bar Duty Manager (student); Reynolds Bar Supervisor (student); Events and Conferences Manager; Events and Conferences Coordinator; Administration Support Manager; Systems Manager; Student Development Manager; Training and Development Manager; Student Activities Manager. I was also involved in the Audit tender in February.	N

Ot/Service	Sustainability of Estates and Facilities	Feb 17 - Jul 17	In February I met with the Provost, Director of Estates & Facilities, Head of Energy & Environment and a representative from the Grantham Institute to discuss both the Union and College strategies regarding environmental aims and objectives. I was then invited to join the new College environmental and sustainability steering group with the Grantham Institute. I proposed two goals for a letter to the Provost Board from the Union strategy 2017-2020: 1. "We will work with College to improve the environmental sustainability and carbon management of all Imperial College facilities." 2. "Demonstrate our commitment to being a responsible organisation by retaining our NUS Green Impact Bronze status, and working to attain Silver (or higher) status." I continued working with the Director of Innovation (Grantham Institute), Director of Policy and Translation (Grantham Institute), Director of the Grantham Institute, Professor of Energy Engineering, Head of Energy & Environment (Estates & Facilities) to draft and edit a final paper to the Provost Board finally titled "Making Imperial College London a Leader in Sustainability and Action on Climate Change". This paper was passed and we have since got a Ph.D. student in place to directly investigate Imperial College's estates and facilities and their contribution to sustainability. There are also three Masters students who have undertaken separate projects stemming from the Ph.D. work and I am helping with the student-staff consultation in June-July.	Y - Student/staff consultation and set up sustainability group for the Union.
Ot/Service	Cookery classes for first year students	Sep 16 - Jul 17	Began planning cookery classes for first year students. Scoped out College culinary lessons in Welcome Week at I-Connect to ensure we did not duplicate our efforts. The resources required to implement these classes across Halls were not present within the Union team so this was delegated to the Advice Centre who are arranging cooking classes with Eat well Spend less through the Food bank for next year. They are considering setting up a 6 week course (each session lasting 2 or 3 hours with 8 participants) where they demonstrate a few recipes that students get to practice and they do some group exercises more geared towards finance and budgeting. Students get to keep the recipes and they get a cooking book at the end of the course. If a student drops out after a few sessions then someone else can join in, but ideally they would do the 6 sessions. This would be implemented from October-November and monitored to see how effective it was before hopefully spreading across Halls/other accommodation.	N - With the Advice Centre.
Service	An extra green bin was requested for Level 2 of the Union Building	May 17	Contacted Head of Campus Services and Head of Estates and Facilities who got a bin placed on Level 2 within the week.	N
Service	Customer service feedback forms	Oct 16 - Dec 16	Customer feedback forms are now available across all outlets where they were only previously utilised in The Foundry. These are used in conjunction with mystery shoppers to test the service students receive in Union outlets.	N
Service	Careers Service	Nov 16	Received, reviewed and responded to a paper by Eric Suen about the Careers Service needing a vital change in November. Contacted the Director and Deputy Director of the Careers Service to discuss the survey results and work for improvements on 20 minute consultations, the 12-2 lunch period availability and other advice alternatives, e.g. peer to peer training in December.	N
Service	Volunteer Facebook Admin for GSU	Aug 16 - Jul 17	Volunteer administrator for the GSU Facebook page. Coordinating the Twitter in October and redesigning their cover photo.	N
Service	Vegetable Oil in Beit Bars	Nov 16	Immediately addressed a complaint from the ICU APES about vegetable oil usage in Beit Bars. There was a formal complaint submitted that there were not always (v) signs next to vegetarian options on the menu. I directed the Marketing team to update the January menus and spoke to the kitchen and investigated the accounts to ensure students that vegetable oil is the only oil type used for catering in Beit Bars.	N
Service	Wholesale cards for Halls	Dec 16 - Jul 17	Both CostCo and Booker cards have been authorised for Woodward Halls to save money on buying in bulk for students. The process is now in place for future Halls to apply for the same cards, or use the same account.	N
Service	Women@Imperial	Mar 17	Worked with Women@Imperial to help them plan their annual event in March, providing them with information on CSPs built to promote and support women at Imperial. Delivered a speech on my personal experiences in the Middle East and in London at the event.	N
Service/Ot	Prayer room refurbishment	Oct 16 - Jan 17	Met with members of the Islamic Society who showed the DPCS and I images of their prayer room. It was clearly in need of an urgent refurbishment so we met with the Head of Estates and Facilities with the President of ISoc to discuss whether changes could be implemented before the end of the year. The College were extremely helpful and immediately set plans in place for the Christmas period to refurbish the ablution facilities, kitchen and prayer room. On returning after the Christmas break, the works were completed and ISoc were pleased with the results.	N
Student Development	Social Enterprise and A.C.T. Now!	Dec 16 - Apr 17	Met with Imperial Enterprise Lab and College staff to discuss Enterprise Week 2017 and ACT Now! The flagship development programme for student social entrepreneurs. Shortlisted the 25 applicants for ACT Now! Showcase. Finalised 10 posters in an exhibition before 4 student social entrepreneurs pitch their individual projects. The Union event was postponed to Summer.	N

