



## CAMPUS MANAGEMENT SERVICES MAINTENANCE REVIEW

Campus Management Services (CMS) is a support service division under Institutional Planning and Governance (IPG). The Maintenance division within CMS will undergo a quality review in October 2016 at the request of the Professional Services Board. The review will support the development of quality assurance processes with information on good practice, challenges and continuing improvement for the division.

### Terms of Reference

The review panel will be asked, through the validation of the self-evaluation report, interviews and analysis of information relevant to the purpose of the review, to consider:

1. The Vision and Mission of the Division and assess whether these are appropriate and aligned with the Vision and Mission of the University.
2. The effectiveness of the current organizational structure, leadership and management.
3. The current staff complement with respect to:
  - a) Size, seniority and credentials,
  - b) Whether there are appropriate strategies in place to attain equity goals,
  - c) Opportunities for professional development,
  - d) Morale and job satisfaction.
4. The physical resources available to enable the division to fulfill their obligations and responsibilities:
  - a) Physical Services (considering facilities, equipment and space),
  - b) IT (Technical Systems and support in performing the main functions of the Division).
5. The nature, level and quality of the services provided by the division to the university community:
  - a) Inter-relational functions carried out by the Division,
  - b) Support given throughout the University to the Colleges and Support Services (Customer relations and REACH principles).
  - c) Benchmarking and best practices.
6. The systems, structures and procedures in place to optimize service delivery:
  - a) Cost effectiveness
  - b) Turnaround times
  - c) Outsourcing
7. Evidence of compliance with legislations and regulations related to the field.
8. Any other underlying concerns, which may have an impact on the future performance of the unit and make recommendations with respect to future activities.