Our Vision
Enabling excellence at London’s Global University

Our Key Objectives
How we complement the UCL 2034 Strategy

Our Commitments & Aspirations
How we carry out our work, and how we can strive to improve it

Our Foundational Values
The principles that underpin our work

Our Supporting Initiatives
Helping us to deliver our Key Objectives
## Our Key Objectives & Supporting Initiatives:

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<tr>
<th>Our Will</th>
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<td>We will help give UCL's students the best support, facilities &amp; opportunities.</td>
<td>We will help ensure that staff are valued and deliver on equality and diversity.</td>
<td>We will contribute to financing UCL's ambitions.</td>
<td>We will deliver excellent systems and processes in support of UCL's vision.</td>
<td>We will maintain a sustainable estate to meet UCL's aspirations.</td>
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<td>• A world-class digital library to support the growing research and educational needs of UCL.</td>
<td>• Improved support for talent management and succession planning.</td>
<td>• Financial operating performance driven up to an annual surplus of 5.5% of total income.</td>
<td>• Embedding 'open access' approaches to research and education outputs.</td>
<td>• Delivering a transformational capital programme to meet UCL's aspirations.</td>
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<td>• Improved quality, consistency and accuracy of student recruitment communications.</td>
<td>• A review of internal transfer and exchange policies for professional services staff at UCL.</td>
<td>• A fundraising Campaign aiming to raise &gt;£500 million to help finance UCL's ambitions.</td>
<td>• Improved management information provision via 'MyFinance', ‘Research Information Management’ and new student info systems.</td>
<td>• Sustainable investment in, and improved maintenance and management of, the UCL estate.</td>
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<td>• A new international Centre for Object-Based Learning, in partnership with the Institute of Education and others.</td>
<td>• ‘Inclusive Design’ principles built into Estates programmes.</td>
<td>• Estates and Funding Strategy implemented, with funding for a £1.2bn capital programme.</td>
<td>• An innovative educational and cultural hub, including residental accommodation, on the Olympic Park.</td>
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<td>• New learning and research spaces to transform the student and researcher experience at UCL.</td>
<td>• The development and introduction of competency frameworks and best practice leaders for each PS ‘job family’.</td>
<td>• Strengthened systems and policies for all fundraising across UCL.</td>
<td>• A new HR system that supports performance management.</td>
<td>• Driving an improved safety culture across all of UCL's activities.</td>
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<td>• Implementation of improved performance management practices.</td>
<td></td>
<td>• A review of UCL’s financial model to ensure that it supports UCL 2034.</td>
<td>• Systems to ensure compliance with all relevant national and international regulations.</td>
<td>• A pop-up café and ‘Museum of the Future’ in Stratford acting as a public face for UCL.</td>
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## Our Commitments:

- We are committed to systematically delivering **excellent and efficient customer service**. We always put our customers’ needs at the heart of our endeavours.
- We are committed to **collaborating** with our colleagues across divisions and departments. We work openly and collegially, sharing information whenever we can.
- We are committed to **learning** from our experiences and working in accordance with relevant best practices. We base our decisions on data and evidence whenever possible.
- We are committed to maintaining an **inclusive and professional** environment in which all colleagues can flourish.

## Our Aspirations:

- **We will strive to help secure UCL's future.** We will show leadership, plan strategically and take the initiative. We will focus our resources to deliver truly world-class services in the areas that have the greatest impact on UCL's mission.
- **We will strive to work with external partners, dismantle internal obstacles to collaboration and transform UCL Professional Services into a coherent and integrated community.**
- **We will strive to innovate, think creatively and continuously challenge and improve upon the status quo.**
- **We will strive to take personal responsibility, empower others, and place trust in our colleagues.**

## Our Foundational Values:

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<th>Mutual respect</th>
<th>Excellent service</th>
<th>Collaboration</th>
<th>Empowerment</th>
<th>Innovation</th>
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UCL will provide 2,100 places on our programme of summer activities this year.

Annual savings achieved through procurement are 11.5%; compared to benchmark target of 3.5%.

UCL cares for more than 330,000 historic artefacts and specimens.

In 2013/14, UCL produced over 139,000 payslips, paid £427.5 million in gross salaries and administered pensions for 9,900 staff.

There are nearly 100,000 users of the Portico system.

The UCL Bloomsbury Theatre attracts an audience of more than 80,000 annually.

The UCL community includes 173,000 UCL alumni across the world.

The UCL Post Room handles more than 3.8 million items of mail per year.

There are nearly 100,000 users of the Portico system.

9,000 visitors will attend the UCL Open Day 2014.

379,000 videos have been played on UCLTV, UCL's YouTube channel. 71% of these were played outside the UK.

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The UCL community includes 173,000 UCL alumni across the world.

9,000 visitors will attend the UCL Open Day 2014.

UCL will provide 2,100 places on our programme of summer activities this year.

Each year, UCL collaborates with 20,000 young people and 240 schools.

There are nearly 100,000 users of the Portico system.