

UNSW Finance Division Customer Service Charter

We are committed to understanding the needs of our customers and providing a high standard of service to the UNSW community. Our goal is to effectively manage and account for the finances of the Group while providing accurate and reliable advice for budgeting and financial decision making. In our interactions with customers our approach is to enable them to effectively achieve their goals while helping them meet their financial responsibilities.

Our Vision for the Finance Division is

'delivering financial and service excellence'

To achieve our vision we have developed a number of core objectives for 2009/10 which are to:

- Simplify and streamline finance systems and associated business processes.
- Improve the quality of financial management and planning across the University, and to position Finance as the trusted adviser of decision-makers at all levels in the University.
- Build and develop a team of high quality professional staff in finance roles across the University (whether in central Finance or other units) and to engender a spirit of community and co-operation among them.
- Develop a responsive, helpful, customer-friendly culture in all finance staff.
- Move quickly to generally accepted accounting practices (GAAP) -compliant single 'source of the truth' in all financial reporting.

One of the foundation stones to achieving our objectives is the provision of quality service and performance which meets the needs and expectations of customers. Our aspirations are high and designed to lift Finance to the highest level of service.

We have developed a Customer Service Charter which indicates what customers can expect in their dealings with the Finance Division. It also details what they can do to help us in providing our services. Our Charter also sets out how we propose to meet our obligations and what customers can expect from us.

Expectation from every team member in the Finance Division

As part of our commitment to customer service our expectation from every employee is to:

- Take responsibility for what is promised.
- Deliver on the needs of our internal and external customers and see things from their perspective as well as our own.
- Build and retain the confidence of others through our ability to solve problems and deliver quality service and advice.
- Communicate clearly and explain decisions.
- Build constructive relationships and collaborate with others.
- Consistently operate in line with the highest professional standards.

- Develop well thought through practical solutions.

Communication Standards for the Finance Division

A core component of customer service is the quality of our communications. The following guidelines indicate our expected standards:

- We will consistently provide information which is clear and up to date.
- We will deliver polite and courteous service at all times.
- We will take responsibility to answer customer enquiries or find out who can assist them.
- We will clearly identify ourselves to customers in all communications.
- We will be contactable during standard working hours and will respond to enquiries professionally and quickly. Emails will be acknowledged where practicable within 24 hours and answers provided within 48 hours. Where we cannot deliver a full response within 48 hours, we will advise customers and keep them informed on the progress of a matter.
- We will resolve issues using the phone (or face to face) as a first preference over the use of email.
- We will strive to answer phone calls within 5 rings and return messages at the earliest opportunity.
- We will have voice mail activated on our phones to enable people to leave a message when the phone is unattended. We commit to clearing and answering messages quickly and consistently.
- Our emails will contain details of name, job title and contact phone numbers in the 'signature panel' wherever possible. We commit to clearing email boxes quickly and consistently.
- We will provide the opportunity for customers give feedback on how we can improve or where they wish to tell us of positive service experiences.
- We will keep contact details on university directories and websites accurate and up to date.

Customer Service Behaviours

The Finance Division has developed a series of behaviours which underpin the work we do. How they broadly apply in the delivery of customer service is detailed below:

Behaviours	What we want our customers to experience
Enabling	At the core of our service is enabling them to get on with their job. Our activities will be designed to meet our financial responsibilities as well as the needs of customers.
Professional	We will respond in a friendly and welcoming manner and keep them informed of our progress on a matter. We will maintain professional standards at all times and display respect and courtesy in all our dealings.
Collaborative	We seek to build open relationships and encourage feedback from customers. We prefer to work in partnership with customers and willingly engage to ensure we understand each situation. We strive to reach decisions that are jointly owned by all parties involved.

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Teamwork	We recognise that working together often achieves better and faster results. We show respect for our colleagues and will never blame another function or the performance of others. We play to our strengths and use the best of those around us to deliver quality services.
Transparency	We know that some financial transactions are difficult to quickly explain and we will do our best to make the complex as simple as possible. We won't 'hide behind jargon' and our dealings will be characterised by openness at all times.
Trusted Advisor	We know that trust takes time to build and is achieved through consistent, accurate and reliable service, and where customers recognise that we have their interest at the centre of what we do.
Customer Focus	We recognise that we have both internal and external customers who deserve high quality service at all times. Their satisfaction with how we treat them is very important to us and we know it reflects strongly on the performance of the Finance Division.
Accountability	We take ownership of problems and work hard to resolve them straight away. We will not transfer an issue to someone else unless to escalate it for faster service. We will do what we promise and take responsibility for our actions.
Solution Focused	Our approach is to quickly understand the nature and extent of problems. We then work actively to develop a solution which is realistic and meets the needs of all parties

How customers can help us:

We can provide better service to customers if they:

- Get in touch with us early so we help before the problem escalates or becomes greater.
- Provide us with all the information they know about a matter to help us develop the best solution for them
- Give us feedback on our services to help us improve
- Treat our staff with the same level of courtesy and respect that they expect
- Have a look on the website first to see if the answer you need is there.

Feedback

The Finance Division aims to improve its service levels through continuous improvement. We welcome feedback when things have gone well or they see opportunities for improvement. There are a number of ways they can provide this to us:

- Via phone or in person to any of our managers or to Chris Carbert, c.carbert@unsw.edu.au Business Effectiveness (x58442). Alternatively you may wish to contact the Director of Finance (Stephen Rees) via email- s.rees@unsw.edu.au
- Via email to fti@unsw.edu.au