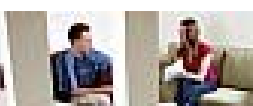


# CMBE & CPS JAG SERVICE CHARTER

Finance



Human Resources



Information Technology



Marketing & Communications



Research Management



Student Administration



## Purpose/Context Statement

This document describes the commitment to servicing staff in each of the nine Schools and the Joint Programs, and outlines the standard of service expected. We are committed to providing the best administrative support possible, which means attaining the right balance between staff availability, capability, scale and cost. Your feedback is important as we review and improve both our general and function specific services. The JAG Service Charters are dynamic; however the documents will be reviewed annually through the budget process.

## Common Goals and Objectives

We are all committed to supporting the research and teaching endeavours of the two Colleges. The Joint College Administration is focused on adding value to the academic endeavour. To do this we will create opportunities for:

- efficiency dividends through co-ordinated approaches to administration drawing on the benefits of economies of scale
- cost saving through a capability hierarchy, providing high level strategic expertise to a broad client base
- staff development and career pathway to attract and retain exceptional administrative staff
- value adding to the academic activities in terms of risk, business continuity and making sure it is possible for all staff to work at the forefront of their fields.

## JAG Vision and Mission

The Joint Administration Group for the ANU College of Medicine, Biology and Environment (CMBE) and the ANU College of Physical Sciences (CPS) will provide seamless, coordinated administrative support services aligned with and responsive to changes in strategic direction and the needs of the University, Colleges, Schools and Centres.

Our mission is to provide high quality administrative support in six core areas - finance, human resources, research management, student administration, IT and marketing and development.

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## Our partnership with other Colleges and Central Administration Divisions

We represent the Colleges on a range of University committees, reference groups and working parties, and contribute to the development and review of University policy and procedure.

## Compliments and Complaints

You can give us a compliment or make a complaint in the most convenient way to you, using one or all of the following communication options:

<b>Face-to-Face</b> <i>Face-to-face communication is our preference, because it encourages the sharing of information and helps avoid miscommunication.</i>	<b>Over the phone</b> <i>Telephone communication requires more skills by both parties because of the absence of visual clues when filtering incoming information.</i>	<b>Email</b> <i>Email can be very efficient and generates a record however we'd prefer to interact with you to solve a problem or promote a success.</i>
Please meet with us and let us know you'd like to provide some feedback. If possible share some details of what you would like to talk about so we can get some background information to bring to the meeting.	If over the phone is a more convenient way to provide feedback, you might consider still meeting with us so that we can discuss your topic uninterrupted.	You can contact your local JAG staff directly via email.



