# SERVICE CHARTER

UTAS

*Office of Research Services*

| Version | Valid From | Approved By |
|---|---|---|
| 1.0 | 2nd September 2011 | Director ORS |

## Who we are and what we do

The Office of Research Services (ORS) is a team of professional research administrators who are committed to providing high quality service and support in:

- Management and administration of research funding;
- Responsible and ethical research practices;
- Collection, maintenance, analysis and reporting of research information;
- Intellectual property, commercialisation and contracts; and
- Interpretation and implementation of legislation, codes, guidelines and University policies and procedures related to the conduct of research.

## Our vision

To provide timely and effective best practice research support and administration services to the research community.

## Our staff

- Are customer focussed;
- Provide timely, expert service and advice; and
- Maintain respectful and professional relationships with our research colleagues.

## Our research colleagues

ORS provides services and support to:

- Staff from all Faculties, Schools, Centres and Institutes;
- Honours students and Higher Degree Research students;
- External funding providers (including business, industry, community, not-for-profit organisations and government agencies);
- University research and ethics committees;
- All applicants to the Human Research Ethics Committee (Tasmania) Network;
- Senior Management Team and other administrative units; and
- Staff at other universities and research institutions.

## Our commitment to you

ORS is dedicated to providing professional and timely service and support in a courteous, efficient and confidential manner. ORS values:

***Communication -*** We understand the importance of effective communication. We will listen to you so we understand your needs, keep you informed about the status of your queries and projects, and ensure the information we provide is up to date and relevant.

***Knowledge -*** We aim to provide accurate and consistent advice. If we are unable to assist you, we will endeavour to direct you to the appropriate person.

***Training & Education -*** We understand the value of training and education, for both our research colleagues and our staff. We can arrange to provide support, education and training to you to ensure knowledge and understanding of our procedures. We support staff participation in training and workshops to ensure we continue to provide best practice support and services.

***Relationships -*** We understand the importance of developing and maintaining professional and productive relationships with our clients.

***Responsiveness -*** We understand that time is imperative for many of your activities. We are available weekdays from 9am to 5pm by telephone, email or in person. Where possible we will:

- Respond to all queries within 24 hours; and
- Provide clear instructions and access to efficient processes.

## How you can help us

In order to provide you with the best possible service and support, we ask that you:

- Are courteous and reasonable in your requests of us;
- Contact us at an early stage so that we may provide appropriate advice and help you adhere to timelines;
- Use our templates and forms, in order for us to ensure compliance with internal and external requirements;
- Have an understanding of best practice standards as they relate to your research area;
- Give consideration to our internal deadlines;
- Respond in a timely manner to our requests for further information; and
- Ask questions and seek advice when needed.

## Monitoring our performance

We understand the importance of continually improving the services and support we provide to our research colleagues. We will measure our performance against this Charter and benchmark ourselves against administrative best practice. We will periodically survey you to obtain feedback on the quality of our services and support.

## Feedback

We encourage you to suggest ways we can continue to improve our service delivery.

Please forward your suggestions or concerns to any ORS team member, or to the Director, Dr Mark Potter, ext. 2761/ mark.potter@utas.edu.au