

## University Corporate Services (UCS)

### 1. Name of PS Division:

- i. University Corporate Services

### 2. List of Service areas within Division:

- i. Arrangements for governance and senior committee secretariat support
- ii. Arrangements for statutory compliance, health and safety, information governance, business continuity, insurance, risk management and internal audit.
- iii. Business Intelligence
- iv. Oversight of University planning and policy
- v. Delivery of institutional level strategic change
- vi. Provision of Legal services and Student Cases to the University
- vii. Executive support for the Office of the Vice-Chancellor and Senior Executive

### 3. Outline of the Service Delivery Model for services in this Division that will be organised around Faculty structures with reference to the original *PVC Principles*.

- i. University Corporate Services (UCS) provides essential institution-wide services for all students and staff as well as key governance and regulatory responsibilities for the University Senate and Council.
- ii. Expert advice, guidance and project management is delivered by teams who work in partnership with other PS Divisions and directly with Faculties. UCS provides a spectrum of support from accessible competent advice and guidance to longer term project support, enabling faculties and professional services to have the support they need to deliver their priorities in an effective and compliant way.
- iii. By joining PS directorates<sup>1</sup> and creating new capabilities and services<sup>2</sup> in a single division we will further develop agility, resilience and tools to provide the expert advice and support required. We will create a community of practice and ensure that the division presents a more streamlined and simplified structure. There will be significant opportunities to create and enhance resilience through closer working and flexible resourcing to provide the best support to enable our academic objectives, student experience and outcomes.
- iv. The new division will align more closely with academic units where appropriate as resources are marshalled together alongside each of the Faculties and Departments. UCS will strive to have more visible, local support so that PS and academic teams walk the same journey and are empowered to act. Direct support for Faculties from UCS is focussed in the following areas:
  - i. Health and Safety, where there will be a named Health and Safety advisor for each Faculty and to the DVC Cornwall;
  - ii. Workload planning, where there will be named workload planning administrator for each Faculty;

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<sup>1</sup> University Corporate Services unites the following teams/directorates: Compliance, Governance and Risk; Policy Planning and Business Intelligence; the Strategic Delivery Unit; and the Office of the Vice-Chancellor and Senior Executive.

- iii. Planning and Insight, where there will be named Professional Services partners for each Faculty as well as a named individual who will lead on Cornwall-focussed analysis and insight;
- iv. Faculty Cases;
- v. Research Contracts;
- vi. Additional support for Faculties is focussed according to where activities are concentrated, e.g. Research/NHS Ethics, BSU facilities or laboratories.

**4. Will there be differences in service delivery between Faculties or associated Schools or in Cornwall?**

- i. Noting the delivery of services by FX Plus, service delivery in Cornwall should be seamless with respect to the provision of institution-wide activities and any specialist activity. It is anticipated that there will be a named contact for planning activities to support the DVC Cornwall and DFO Cornwall. There will also be a Business Manager for the DVC Cornwall who will be matrixed-managed through the Office of the Vice-Chancellor and Senior Executive. We will continue to support Cornwall with Health and Safety Advisory services working alongside FX Plus and Falmouth Safety Advisors (as relevant) to ensure there continues to be synergy in our approach to achieving compliance
- ii. We will continue to provide competent advice and support to Cornwall colleagues on Information Governance, Risk Management, Insurance, Audit and Business Continuity.
- iii. Whilst UCS will aim to deliver a consistent service to all Faculties, Schools, Departments, and Institutes there will be areas where, due to technical or regulatory issues, support may differ. This will be most evident with respect to laboratory activity and areas with high usage of BSU facilities, as well as areas with high demand for research/IP/commercial contracts.

**5. What are the wider implications of these changes on Divisional colleagues?**

- i. Given the institution-wide remit of much of UCS and need for high levels of business continuity, especially with respect to highly regulated or legal areas, it is not expected that these changes will have a significant impact on divisional colleagues.
- ii. However, the transition from having named contacts for each College in certain areas (e.g., planning, health and safety and workload administration) will require careful planning to manage successfully and it will be important to do this in partnership with the Faculties, involving divisional colleagues at all times. We will also need to undertake a detailed review of existing policies and procedures to match the new Divisions and Faculties.

**6. What additional impacts have been identified on any other interfaces e.g. other PS Divisions or Services?**

- i. The Future Structures Programme has highlighted the importance of operating as 'One PS', indeed as 'One University' with regards to how a number of our 'corporate' activities are organised. Specific examples relate to:
  - i. Data Governance and IT Systems, where the interface between UCS and Exeter IT will be critical
  - ii. Planning and resource allocation, where the interface with Finance, Infrastructure and Commercial Services is key

- iii. Higher Education Policy activity, where the interface with Education and Academic Services, Research Services and with External Engagement and Global will be key
- iv. Legal and commercial services will continue to require close working with IIB and with HR in particular.
- v. Student Cases, where the interface with Education and Academic Services will be key.
- vi. Research Contracts, where the interface with Research Services, Health and Safety, Information Governance and Insurance, and Finance, Infrastructure and Commercial Services will be key to timely management of risk.
- vii. Academic governance, where the interface with Faculties, Education and Academic Services, and Research Service will be key.