Financial Services Division Customer Charter

Standards of Service

We aim to:

• Treat our customers with courtesy and respect at all times and provide an efficient and transparent consultation process for queries and issues.

• Acknowledge email queries to the FSD email account within 24 hours of receipt, with every effort to provide a full response within 5 working days.

• Host regular financial training sessions and workshops to ensure that relevant Trinity staff members have the appropriate skills to manage Trinity finances.

• Provide budget holders with up-to-date financial information on a monthly basis.

• Set up new research grants within 48 hours of receipt of the signed contractual documentation and ensure the timely submission of authorised Sponsor claims.

• Set up new capital projects within 48 hours of receipt of (a) the completed Project Set-up Form and (b) where applicable, the CRG/COG Approval Decision and Project Financial Plan.

• Provide a professional post-award management service for both research and capital projects.

• Process all valid invoices, payments and reimbursement expense claims efficiently and promptly as per the published payment schedules and subject to the correct application of legislative requirements and University policies.

• Provide credit control support to the University for debtor invoices in terms of monthly statements, reminder letters to customers, monthly reports, and detailed outstanding debts.

• Aim to answer 90% of calls to the FIS Support Helpdesk within 60 seconds and acknowledge email queries within 24 hours of receipt, with every effort to provide a full response within 5 working days (queries of a technical nature may require external support).

• Ensure that preferred Trinity suppliers are the primary source for goods and service requirements.

• Reconcile all tax returns and annual tax reports and submit to the Revenue on or before the statutory due dates.

• Provide relevant and timely resource planning information in support of the Budget Baseline Model (BBM) to Faculties and Divisions, based on the parameters and timelines agreed by Board/Planning Group.