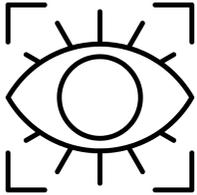


## Statement of Service: CASO & CFOO Admin Hubs (PS Central Admin)

This Statement of Service outlines the standard of service you can expect as a customer of our PS Central Admin Service. It includes our overall vision, as well as details of how we work, what we can offer you, and what we ask of you as a user of our services



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### PS Central Admin Vision

A professional administrative community that responsively and proactively delivers customer-focused support.

Valued and respected by colleagues as a service that supports and enables staff to deliver the University's strategic goals.



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### Purpose

To provide expert, efficient advice and administrative guidance to colleagues across the Professional Services Directorates. By delivering high-quality support in General, Financial, and HR Administration, we aim to remove process blockers and model best practices.



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### Our approach

Based on the [Community Without Limits](#) framework, and developed by members of the team, our [Team Charter](#) shows our *aspirations* in how we work as a team and with our customers

We are working towards this and exploring what actions and support are needed to fully embody these principles across everything that we do.



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## Our customers

Our team provides HR, Finance and General support to all staff based in the following departments::

CASO Departments	CFOO Departments	
Student Education and Experience	Estates	Facilities Management and Campus Services
Library, Learning, Archives and Wellbeing	IT Services	Finance
Research, Innovation and Knowledge Exchange	HR Services	Reputation, Economic Development & Advocacy
Faculty Research Support teams based in Faculties	Global Recruitment, Marketing and Admissions	Strategic Planning & Performance
	University Secretary's Office	Strategic Projects Office
	PS Central Admin Service	



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## Summary of our staffing

Head of PS Central Admin: Jo Black

CASO Hub	CFOO Hub
PS Central Admin Manager: Josie Hanby	PS Central Admin Manager: Catherine Browne
Admin Manager, General and Finance: Jeyda Douglas	Admin Manager, General and Finance: Diane Meek
Admin Manager, HR: Francesca Suddaby	Admin Manager, HR: Claire Pinder

Our team: Our [PS Central Admin Team organisation chart](#) is shared for information.



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## How to communicate with us

### Standard communication

<b>University Staff &amp; External Partners</b>	<b>Shared Email Accounts</b>	These inboxes are monitored by the Admin teams, ensuring <b>urgent cover</b> during absences. All requests should be sent via one of the shared inboxes: <ul style="list-style-type: none"><li>• <b>CASO General and Finance:</b> <a href="mailto:caso-general-admin@york.ac.uk">caso-general-admin@york.ac.uk</a></li><li>• <b>CASO HR:</b> <a href="mailto:caso-hr-admin@york.ac.uk">caso-hr-admin@york.ac.uk</a></li><li>• <b>CFOO General and Finance:</b> <a href="mailto:cfoo-general-admin@york.ac.uk">cfoo-general-admin@york.ac.uk</a></li><li>• <b>CFOO HR:</b> <a href="mailto:cfoo-hr-admin@york.ac.uk">cfoo-hr-admin@york.ac.uk</a></li></ul>
	<b>Process forms</b>	Processes have been developed and forms created to work alongside these and to allow colleagues to request the relevant support for the relevant task. For ease of access, links to forms can be found in individual signatures and are pinned to relevant Slack Channels.
	<b>Team Webpages</b>	Find the <a href="#">full list of Shared Admin staff and email addresses</a> here
	<b>Slack</b>	Team members may suggest moving established, ongoing enquiries to Slack for <b>regular updates</b> .  Conversely, the team may ask for initial work requests via Slack to be moved into email <b>to ensure proper tracking, record-keeping, and adequate team coverage</b> .  A number of Slack Channels are set up for the various Directorates and space locations. Joining these channels will provide you with a platform to receive updates regularly.

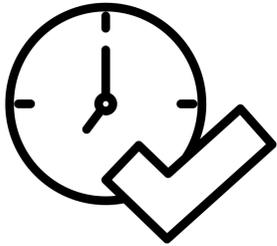
### Urgent queries

Our Admin teams work in shared email accounts. If your message is marked as urgent in the subject line, they will pick it up as a priority. If you need to get hold of a member of the team to help you deal with something that requires immediate attention, please call on the following numbers:

CASO Hub		CFOO Hub	
HR Admin	+44 (0)1904 325496	HR Admin	+44 (0)1904 321505
General and Finance Admin	+44 (0)1904 325502	General and Finance Admin	+44 (0) 1904 321930

### Escalation Route

For any issues regarding **service provision**, queries about the **scope of our support**, or **escalation of urgent or unresolved issues**, please contact the relevant PS Admin Manager directly or email us at: [psc-admin-manager@york.ac.uk](mailto:psc-admin-manager@york.ac.uk)



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## Service availability and exceptions

### Standard operating hours

The Admin Team operates during **standard working hours of 9:00 AM – 5:00 PM, Monday through Friday.**

Individual team members' hours may vary based on contracted working patterns. Please note that there is **no admin support coverage available on weekends or during the annual Christmas Closure Period** (25 December to 1 January inclusive) and other bank holidays throughout the year.

### Periods that may impact levels of cover and services

Exception period	Service impact and scope of cover
<b>Planned &amp; Unplanned Team Absence</b>	When a team member is absent (e.g., annual leave, sick leave, emergency care responsibilities), another team member will cover their workload in addition to their existing workload. This will also depend on what day of the week it is and what others in the teams' workload is. To manage this increased workload, urgent requests will be prioritised or those with a sensitive deadline. When capacity within the team is low, either through planned or unplanned absence, this will be communicated via Slack.
<b>Part-Time Hours &amp; Non-Working Days</b>	Team members working part-time have specific non-working days/hours. During these times, the provision of support will be managed within the team; local handover of time-dependent tasks will be arranged with others in the team, and urgent matters assigned.

<p><b>University Community Events</b></p>	<p>If a team member wishes to participate in a University event, such as Graduation, Confirmation &amp; Clearing and Open Days, they must discuss with their line manager to ensure there is enough cover within the team. They must then seek approval from their Admin Manager or Head of Service, who will ensure <b>appropriate service mitigation</b> is arranged, such as cross-team cover.</p>
<p><b>Team meeting, Training &amp; Events</b></p>	<p>The teams meet regularly. In addition, we bring the entire service together for essential training or team-building activities. During these short periods, we will communicate the planned service disruption in advance and provide a dedicated route for escalation for urgent requirements.</p>



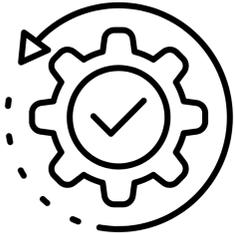
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## Office visibility and presence

### Team days on campus

- The CASO team works together in Market Square, weekly, on a Tuesday
- The CFOO team works together in 1 Innovation Close on a Wednesday

Team days enable the teams to work together closely, build relationships and be available in person for specific tasks or meetings. The teams also have the option to work in The Stables and Innovation Close on other days if they would benefit from being on campus or need to swap their on-campus day.



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## Our services

### 1. Inbox management:

- We proactively manage the general and finance and HR inboxes, responding to and triaging enquiries, working through requests and maintaining good communication with the end user.

### 2. General and Finance

- Raising Purchase Orders for goods and services
- Setting up new suppliers
- University Purchase card transactions
- Booking travel, accommodation, conference attendance and training
- Booking of meeting rooms, catering, taxis and parking permits
- Expenses processing and support, inc professional subscriptions
- Raising Sales invoices

- Creation and monitoring of Associate IT accounts
- Student Payments (Awards/Scholarships)
- Support for events and visitor management (we do not offer a PA service but can support with meeting logistics and set up of larger scale meetings and events)
- Maintaining Google Groups
- Ad hoc requests for support
- General advice, guidance and support

### **3. HR**

- Recruitment support and management
- Coordinating contract variations
- Sickness absence
- Supporting the FlexiLeave system
- Administering the Making the Difference scheme for departments
- New starters and leavers, onboarding, induction and completion of leavers form and calculating remaining leave etc.
- Working with managers to support Fixed Term contract management
- Organogram updates
- Creating of Casual Workers on Dashboard, monitoring and approving fees
- General advice, guidance and support

### **4. Hub Admin Managers**

- Checking and inputting to the Staff Establishments Process working with Central Finance and HR
- Supporting key project work
- Space moves, changes and general oversight
- Compliance work, monitoring Fols, Health and Safety and completion of the Insurance Questionnaire
- Creating and distributing key communications across PS Directorates
- Monitoring monthly expenditure within PS Directorates
- Advice and Guidance
- Approving expenses, invoices and POs

### **5. Secretariat and administration support for certain meetings:**

- We are aligned with the University's approach to self-servicing meetings where possible, but we do provide full

**secretariat services** for select committees and groups (aligned to strategic priorities and areas of governance and compliance), including **setting agendas, collating papers, formatting documents and presentations**, and attending meetings to **capture minutes or actions/decisions**, and actively tracking progress on agreed actions

#### **6. Service Continuity for team absence**

- **Standardised Cover:** We maintain a minimum staffing leave policy and standardise handover procedures to ensure a consistent experience.
- **Urgent-Only Cover:** Cover during absence periods is provided on an urgent-only basis, as defined in the Urgent Cover section of this agreement. This may occur if support is required in either Hub or we have an unexpected absence.



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### **Specific pledges on customer service**

#### **Approach**

- We will ensure all interactions with stakeholders and colleagues are **professional, respectful, and courteous**
- We will incorporate **customer feedback and evaluation** to continually improve our services

#### **Consultation and communication**

- We will **consult relevant senior leaders** in a timely manner, regarding any proposed changes to our service provision or support models.
- We commit to **proactively communicating** any planned service disruption (e.g., training, team events) and will put in place **agreed mitigation plans** to minimise impact
- We will ensure we have **effective channels to receive feedback** on our services
- We will conduct a **formal, annual service review** with our respective Directorates to assess performance and alignment with strategic priorities

#### **Response times**

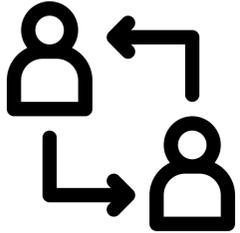
- We ask that you submit all requests at least 5 working days in advance of when the service / goods are required. Our aim is to respond to requests within 3 working days, 1 working day if the request is marked as URGENT.

#### **Meetings and events**

- **Where we provide secretariat support**, we will ensure Group members receive all necessary papers for their meeting

**one week** before the meeting, in line with University guidance. For all other meetings, we will **work proactively with Committee/Meeting secretaries** to ensure paperwork is received in a timely manner.

- We will work with the Chair to ensure that the agenda and papers for their meeting are **distributed to members one week** in advance of the meeting if this is a requirement.
- We will complete IDA logs during the meeting and ensure these are shared following, with an aim to follow up on any key actions ahead of the next meeting.



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## What we ask of you

To ensure efficient, high-quality, and consistent service delivery aligned with our *statement of service*, we ask that you follow the guidance below when interacting with the team:

### 1. Timely and accurate input

Please provide *sufficient notice* and *all necessary information* required for us to complete your request.

- **Rationale:** Providing as much information as possible up-front will enable us to deal with your request quickly and efficiently
- **Example:** *longer lead-in times for travel bookings enable us to secure the cheapest available rates and ensure we have enough time for the necessary approvals*

### 2. Context for the request

Service requests should be accompanied by *sufficient context* to allow the team to build an understanding to appropriately prioritise, schedule, and execute the work.

- **Rationale:** Context allows the team to make informed decisions and provide more proactive strategic support.
- **Example:** *When putting a request in, be it for a travel booking or a contract variation, the more information that you can provide, the quicker things can be processed as the team shouldn't need to query things.*

### 3. Following service procedures

Please use the guidelines, templates and standardised procedures where specified for our services.

- **Rationale:** Our processes are designed to streamline workflows, reduce errors, and ensure consistency across all services and stakeholders, directly contributing to faster turnaround times

#### 4. Feedback and Collaboration

Please *provide constructive feedback* to the team regarding the efficiency, clarity, and performance of existing services and processes.

- **Rationale:** We are committed to continuous improvement. If a service or process is not working effectively, we want to work with you to find a solution.