

Service Description		Responsibility	Service Expectation	Service Metric (Measurement)
1 General				
a.	Issuing and publicising to stakeholders University financial policies and procedures	F&BS	In consultation with Colleges and Service Divisions, provide clear Policies and Procedures that promote best practice, standardisation and good corporate governance.	Stakeholder review and approval of drafted policies and procedures.
b.	Maintenance of the Financial delegations framework	F&BS	In consultation with Colleges and Service Divisions, promulgate a Financial delegations framework that supports good corporate governance, provides financial accountability and supports a robust and cost effective internal control framework.	Stakeholder review and approval of revised delegations. Supported by audit.
c.	Identify training needs and deliver training and support activities to build the financial competencies required in University staff.	F&BS	Working in partnership with College/Division financial administration areas, develop a comprehensive training program for staff at all levels, namely: 1. Financial Management for Senior Managers; and 2. Financial Administration and business processes for finance officers and administrative staff 3. Financial Systems user training for all Enterprise Finance systems.	Positive client feedback on course content and delivery (>75% satisfaction)
d.	Maintenance of the University's Financial Management Information System, including performance monitoring, data integrity, user support, and configuration.	F&BS	Provision of a fully integrated financial management system, with high system availability, and supporting standardised and highly automated business processes.	Less than 1% downtime. System integrity checks completed daily. Elimination of manual business processes by enabling PeopleSoft Workflow.

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2 Accounting Operations and Shared Services				
a.	Receipting and Banking	F&BS	Provision of a fully integrated receipting system, provision of comprehensive procedures and guidelines for receipting and banking of funds received, reconciliation of banking with University's financial system	Less than 1% downtime. System integrity checks completed daily. Reconciliation performed daily. Unreconciled receipts followed up with Colleges/Divisions on a weekly basis.
b.	Provision of Debtor management including issuing Accounts Receivable invoices, monitoring of outstanding debtors, and communication with debtors in respect of outstanding debts.	Colleges/Business Units	Invoices raised in accordance with contract and/or University policies	Invoices are to be raised within 2 weeks of service delivery
		F&BS	Debt Followed up in a timely manner and in accordance with policies and procedures	Reminders - Immediately overdue
		F&BS	Debt Followed up in a timely manner and in accordance with policies and procedures	Reminders - 30 days overdue
		F&BS	Debt Followed up in a timely manner and in accordance with policies and procedures	Reminders - 60 days overdue
		Colleges/Business Units	Debt Followed up in a timely manner and in accordance with policies and procedures	Advise F&BS Proceed to Collection - 90 days overdue
		F&BS	Debt Followed up in a timely manner and in accordance with policies and procedures	Refer to Dun & Bradstreet - within 2 working days

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2 Accounting Operations and Shared Services continued				
c	Provision of Accounts Payable processing, Vendor Management and Vendor payment services	F&BS	Accounts Payable Shared Services Invoices processed on a timely basis	Invoices processed before due date for payment
		Colleges/Business Units	Accounts Payable Invoices processed on a timely basis	Invoices processed before due date for payment
		F&BS	Domestic EFT's done daily. Cheque Runs once a week. International wires twice a week and bank drafts once a week.	Approved A/P Voucher with correct bank details paid on due date or next payment round (if overdue)
d	Purchase Card Administration	F&BS	Properly completed and authorised Credit Card Requests are checked for policy compliance	Cards ordered within 48 hours
		Colleges/Business Units	Card Transaction Acquittals are completed in accordance with Cardholder agreement and Card Procedures	Non complaint cardholders followed up within 7 days after deadline
		F&BS	Card transactions are checked for compliance with policies and procedures	Noncompliance dealt with in accordance with policies/procedures.
e	Bank Account and Clearing Account Reconciliations	F&BS	Bank Accounts reconciled daily. All other accounts as per reconciliation schedule	Reconciled bank accounts checked and approved within 5 working days of completion.

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3	<i>Statutory and Management Reporting</i>			
a	Meeting the University's statutory financial and taxation reporting obligations	F&BS	Statements prepared in accordance with Australian and International Reporting Standards	Within reporting deadlines and issue of unqualified report
		F&BS	Provide clear guidelines, training and reporting on FBT compliance and completion of FBT returns	FBT Returns completed on time. Nil FBT issues
		Colleges/Business Units	Compliance with F&BS guidelines	No noncompliance issues
		F&BS	Provide clear guidelines, training and reporting on GST compliance and completion of GST returns	GST Returns completed on time. Nil GST issues
		Colleges/Business Units	Compliance with F&BS guidelines	No noncompliance issues

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<p>4 Procurement and Contracts</p> <p>a Provision of advice, assistance and management in relation to 'best-practice' procurement, including the registration of tenders, assistance with contract drafting, and contract management expertise.</p> <p>b Facilitating whole of University purchasing activity through negotiation, implementation and management of mandated and preferred supplier arrangements, and co-ordination of other large scale procurement activity.</p> <p>c Oversight of ordering, disposal and reporting of ANU's vehicle fleet.</p>	<p>F&BS</p> <p>F&BS</p> <p>F&BS</p>	<p>Working in partnership with College/Division procurement, administration and research areas, develop and deliver a comprehensive training program covering all policies, procedures and guidelines (including procurement and contract management templates)</p> <p>In consultation with Colleges and Service Divisions, provide efficient and value for money mandated and preferred supplier arrangements</p> <p>Working in partnership with College/Division procurement and administration areas, provide a standardised and effective process for fleet management</p>	<p>Positive client feedback on course content and delivery (>75% satisfaction)</p> <p>Mandated and preferred supplier arrangements in place for all high volume and value procurement.</p> <p>Administration meets the needs of the University. College / Division satisfaction with administrative process.</p>

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5 <i>Special Purpose Funds</i>				
a	Oversight of financial reporting and acquittals of project funds to funding bodies.	Colleges	Ensuring integrity of data and compliance with all aspects of the funding agreement	Unqualified audit reports. Nil issues with sponsors regarding compliance
		F&BS	F&BS provides procedures, guidelines and oversight to minimise risk of non-compliance	Unqualified audit reports. Nil issues with sponsors regarding compliance
		F&BS	Coordination of HERDC, ARC and NHMRC and other Domestic and Overseas fund provider statements	Accurate and funding agreement compliant statements provided within the timeframes dictated by these agreements.
6 <i>Insurance</i>				
a	Maintenance of insurance cover and co-ordination of claims management to ensure protection of the University's Council, Officers, Employees, Volunteers and Students as well as its assets against claims arising from University related activities or other events.	F&BS	Ensures that all University risk exposure is adequately covered by insurance. Any significant uninsured or uninsurable risks are understood, escalated to and approved by University Executive	Insurance requirements reviewed and approved annually. Insurance cover remains comprehensive and current at all times.
7 <i>- Investments</i>				
a	Management of the University's investment portfolio	F&BS	Management of funds in accordance with investment strategy and other asset allocation and investment policies approved by the Investment Advisory Committee (IAC).	University returns are appropriate under prevailing market conditions and in line with industry benchmarks

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8 Strategic Financial Management				
a.	Financial Planning for Long Term Strategic Objectives of the University	F&BS	Working with Colleges and Executive, F&BS will provide financial analysis and modelling expertise to support the long term strategic business decisions of the University	Provision of timely and high quality analysis on: <ul style="list-style-type: none"> i. Financial impacts of strategic decisions, ii. Assessment of investment opportunities iii. Assessment of working capital management/requirements iv. Assessment of capital structure requirements