



# Financial Services Newsletter



## Issue 4

May 2018

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- CSE Assessment  
24<sup>th</sup> May 2018

## Finance News

Welcome to our spring edition of the Financial Services Newsletter. Since the start of the year we have been busy not only with work but also with team building activities.

## THELMA Awards 2018



The Department is delighted to have been shortlisted for Outstanding Financial Performance of the Year in this year's Times Higher Leadership and Management Awards for the second year running. This follows winning the award of Outstanding Finance Team in 2015. The submission highlighted our consistent position as the financially strongest mainstream (ie total income >£100m) University in each of the last five years and how the techniques we have used to achieve that could be scalable to other HEIs in the sector. A number of colleagues will be attending the glittering ceremony in London on June 21st with everything crossed that we go one better and win the award this year!

## Open Day 2018

Financial Services held our third Customer Open Day on 17<sup>th</sup> April 2018 in the Oastler Building, with the theme for the day being Customer Service Excellence.

The event was well attended by staff from all areas of the University where they had the chance to meet colleagues from Financial Services and discuss topics of common interest in a relaxed setting. Every team within Financial Services had a stand and these were inter-spaced with internal and external University suppliers including a CSE stand where information and contacts were given out to interested parties. We were very pleased to welcome the Vice Chancellor to the event and he thoroughly enjoyed looking around, meeting staff and taking part in many of the activities.



The feedback on the event was first class and the majority of attendees were very satisfied with the level and depth of service provided by Financial Services. We intend to follow up on the feedback and the CSE steering group will monitor progress.

Our CSE Assessor Mr Michael Lynch was very impressed with the whole event and he commented on Financial Services' teamwork ethics,

and how well we had integrated our new colleagues into the Department.

The overall impression given was that the Open Day was far and above what normally Michael sees in his assessment role and we are hoping this will be reflected in his feedback at our annual assessment in May.



We are already planning and looking forward to our next Open Day in 2019 and seeing you all there.

## Away Day February 2018



For this year's Valentine's Day, Financial Services spent the day at Fixby Golf Club. However, it was not all hearts and flowers and not even a golf club in sight - it was our Away Day! Themes for the morning session included information on the Strategy Map 2018 – 2025, Customer Service Excellence Standards, planning and consultation with presentations by Andrew McConnell, Tim Thornton, Paul Cropper, John Thompson, Yvonne Whiting and Jonathan Croall.

*How many managers does it take to get the laptop working!*



*Where's our lunch!*

After lunch, the session was run by colleagues from Staff Development. The afternoon was spent discussing and completing group exercises on the characteristics of high performance teams and improving communications. Thanks to Christian McGrath and Helen Connor for making the session thought provoking and informative while in a fun environment.



The Away Day produced some strong action plans which are to be followed up and the results will eventually be filtered through to our colleagues out in the Schools and Services.



## Full Steam Ahead for Thompson Tours

In March 2018 the first of the newly launched Thompson Tours took place, with some Financial Services staff visiting the Institute of Railway Research (IRR). Financial Services are doing a series of tours around our Schools to appreciate the excellent work that goes on. It gives staff a chance to interact with colleagues and establish links for future working relationships.



The tour departed from Schwann Building 'Platform 8', with the first stop being an informative presentation from Professor Simon Iwnicki, the Director of IRR. He explained the role of the IRR, how they are funded, new projects coming on board, the research being conducted and the role Team Finance play. After a pit-stop for some team photos, the tour moved on to take a closer look at the newly installed test rig.



Barney Bryce, the test application engineer, talked us through the intricacy of the rig, which involved an adventurous trip into the pit with our hardhats!

We then had a chat with Postgraduate Researchers from the department who are currently preparing to take part in the IMechE Railway Challenge. Good Luck from Team Finance.

Head of Procurement, John Thompson stated – "It is very important that staff of the University know and appreciate what goes on behind the facades of the buildings and that we appreciate and support colleagues around the University in their teaching, research and administrative activities from an informed perspective".

Simon commented "It was a pleasure to show colleagues from Finance around the Institute of

Railway Research. We are grateful for the support provided for all aspects of our work and it was also good to know that you are interested in our research and how we are working to support the railway industry. Since moving to Huddersfield from MMU in 2012 we have been impressed by the excellent support which has allowed us to treble in size within 5 years. The new 'UKRRIN' Network will take this to an even higher level and will reinforce our world leading position."

If the University is to continue to be successful, staff must have the knowledge and ability to contribute and help promote the University to our various customers. The power of team working cannot be under estimated.

It is hoped that the future tours will be as successful as the IRR tour, and the Financial Services team would like to thank Simon, Barney and their colleagues for taking the time to conduct the tour.

If you think Finance staff would benefit from a tour of your department, please contact John Thompson of Thompson Tours!



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## Management and Financial Accounting

### Thanks for your Budgets

The exercise to establish the University's 2017-18 mid-year revision of the budgets and the 2018-19 base budget is now nearing completion. A lot of hard work has been undertaken by schools and services in producing these figures and your efforts are much appreciated. Amongst other things, the resulting analysis allows us to produce the financial forecast data tables that have to be submitted to the Office for Students (formerly the Higher Education Funding Council for England) as part of the Annual Accountability Return process.

And for those of you who think accountants are grey.....

**What do accountants suffer from that ordinary people don't?**

*Depreciation.*

## Meet the Data Returns Team



The University leadership commissioned Andrew McConnell and Jonathan Croall to develop a new approach to data collection and monitoring and here we are, the Data Returns Team: Andrew Reynolds, Data Returns Manager; Paras Jagatia, Course Data

Officer; and Jaime Collins, Data Returns Officer.

Our range of responsibilities include creating and maintaining course data on ASIS and SLC, HESA returns, the National Student Survey (NSS), FOI and DP requests and data quality generally. The two major topics currently stretching our to-do list are Degree Apprenticeships, which require an entirely different method of reporting and funding, and HESA Data Futures which also involves radical change of data classification, reporting methods and processes.

## New Starters



Financial services would like to introduce our newest members of the team. Clare Stevens who is the new Purchase Ledger Supervisor, Jozette Kaye, our new cashier and Cynthia Morris, Purchase Ledger Clerk.