

## 5. Delegation of Authority for Central Services

Approved by the Vice-Chancellor on 14 February 2022

### **5.1 Organisation and duties**

The Central Services shall provide an administrative, preparatory and executive support for the board, vice-chancellor and faculties, and thus ensure that procedures in the administration and exercise of authority at Karlstad University are uniform, efficient and conforming to law.

The university director is the head of the Central Services at the university, and chairs the central services management team, which comprises the heads of units, the heads of the faculties and the head of the teacher education administration.

The deputy university director is appointed by the university director, in consultation with the vice-chancellor. The deputy university director is the university director's deputy.

The organisation of the Central Services is decided by the vice-chancellor, within the scope of the general decision of the university board.

The Central Services comprises the following units, led by the university director:

- Office for Student Affairs
- Strategic Support Services
- Financial and Budgeting Office
- Grants and Innovation Office
- Campus Services
- Executive Office
- IT Services
- Communications Office
- Human Resources Office
- University Library

These are all headed by heads of office, who are responsible for planning, development, implementation and monitoring of the university activities in their respective areas of responsibility. The heads of a unit listed above has staff and budget responsibility for the unit's operations. The heads of office report to the university director.

Some units also have a head of unit or a deputy head of office. Parts of the responsibility of the activities, staff, work environment and budget can be delegated to such them. Constraint shall be exercised in appointing such positions. Decisions regarding such appointments are made by the university director.

Areas of responsibility and tasks of the units are presented below.

Each unit has system owner responsibility for the critical systems that naturally fall under each section.

Decision:	No 28/22	Reg.no.	C2022/213	Replaces:	C2019/832	Decision: 96/19
Applies from:	14 February 2022	until:	further notice	Officer:	Eva Rendahl	

## **5.2 Office for Student Affairs**

The Office for Student Affairs is divided up into two units, and functions as the university's support regarding the students' studies and study situation. The Unit for Educational Services works with development and expert support and services related to study administration. The Office also includes the Student Services Centre with student health services and study and career counselling and the International Office. The Office also includes external relations coordinators that assist in developing external collaborations within first-cycle education.

The main areas of responsibility are:

- Admission
- Qualifications
- Ladok management
- Assisting international mobility for students and staff
- Coordination of support to students with disabilities
- Equal treatment (including gender equality) regarding students
- Student Health Services
- Study and career counselling
- Examination coordination
- Administration of the VAL project
- Coordination of external collaboration within first-cycle education

## **5.3 Strategic Support Services**

The unit is responsible for university-wide issues relating to information, advisory services and the processing of legal matters, as well as assisting with procurements. The unit also includes the project office Rethink:Kau, which provides support for organisational development, such as pilot studies, project management, follow-ups and evaluation. The Pedagogical Development Unit, responsible for professional development in higher education pedagogy at the university, is also part of Strategic Support Services. The main task of the unit is to contribute to enhancing quality and the development of knowledge in first- second- and third-cycle study programmes and courses.

The main areas of responsibility are:

- Legal counselling
- Project office Rethink:Kau and IT management
- Procurement
- Continuing professional development in higher education pedagogy and subject-specific teaching, as well as supervision of doctoral students
- Supporting acquisition of qualifications related higher education teaching, as well as assessment of qualifications

## **5.4        *Financial and Budgeting Office***

The unit is responsible for strategic and operational financial and budgeting matters, in conformity with the requirements and rules pertaining to public authorities in matters of financing and accounting.

The main areas of responsibility are:

- Financial control
- Continuous accounting and financial management
- Budget and forecast
- Internal control
- Project accounting of, for example, EU projects
- Scholarship management
- Forecast and planning of education
- Annual reports

## **5.4        *Grants and Innovation Office***

The Grants and Innovation Office's research advisors supports researchers and research groups in matters related to the development of strategies, external collaborations, expertise and research project applications. Innovation consultants within the unit support researchers in matters related to the utilisation of research findings and knowledge. Student-developed innovations are also given support.

The main areas of responsibility are:

- Expert advice in the development of research strategies, plans and applications
- Expert advice regarding utilisation of knowledge and research findings (from both employees and students), which includes responsibility of the government-appointed innovation office Fyrklövern, which is a collaboration between Karlstad University, Linnaeus University, Mid Sweden University and Örebro University.
- Development of the university's research and innovation activities, as well as continuing professional development of researchers
- Coordination of external research and innovation collaborations
- Coordination of the university's research data group

Part of the Grants and Innovation Office is also the contract education unit, which provides Karlstad University Professional Services Ltd. with resources and qualified staff in accordance with annual agreements.

## **5.5        *Campus Services***

Campus Services are responsible for various service functions at the university. It is divided into three units, and handles a wide array issues, such as property management, printing, cleaning services, janitorial services, security and the university Welcome Centre.

The main areas of responsibility are:

- Strategic and operational property management
- Rental negotiations and internal rental estimations
- Furnishings and premises planning
- Janitorial services
- Cleaning services
- Security
- Physical work environment
- Schedule coordination
- Welcome Centre
- Printing and graphic design
- Liability and maintenance for publicly owned artworks.

## **5.6**      ***Executive Office***

The Executive Office is responsible for the overriding support and services to the university management team and the board. The Executive Office is also responsible for ensuring that the university complies with all the duties that a public authority is obliged to fulfil, such as registry, registration and archiving, as well as data security and protection of privacy.

The main areas of responsibility are:

- Administrative services for the university management team and board
- Archive and registry
- Disciplinary Board
- Protection of privacy and data protection issues
- Coordinating environmental management systems
- Coordinating gender mainstreaming

## **5.7**      ***IT Services***

The IT Services is responsible for development, maintenance, service and support related to IT, telephony and AV technology. Focus is on providing a modern and efficient IT workplace for the university, with systems solutions and cost-efficient IT Services. IT Services shall strive towards ensuring uniform and efficient procedures within their area of responsibility.

The main areas of responsibility are:

- User support and support function
- AV technology
- Operation and maintenance of IT environment, hardware and software
- Coordination and purchase of computer equipment, software and licences
- General coordination responsibility for IT and cyber security
- Development and adjustment of IT systems at the request of systems owners
- Switchboard and telephony function

## **5.8            *Communications Office***

The Communications Office is responsible for managing processes, supporting operations and developing policies and strategies within the areas of communication, media and trademark. The aim is increased knowledge and understanding of the university's activities among different groups in society and promote good, long-term relationships.

The main areas of responsibility are:

- The Karlstad University trademark and its sub-brands.
- Conferences and events
- Media relations and PR
- Media production
- Student recruitment and marketing
- Coordination of the university's alumni activities
- Internal and external web sites and electronic media channels

## **5.9            *HR Office***

The HR Office is responsible for managing processes, supporting operations and developing policies and strategies related to human relations. The work is conducted at both operative and strategic levels. One of the duties of the HR Office to support heads of departments and units in their staff and work environment responsibilities. The HR Office is also responsible for payroll processing and for informing staff of terms of employment.

The main areas of responsibility are:

- Talent management
- Recruitment and promotion
- Discontinuation and adaptation
- Labour law matters
- Work environment, health promotion and rehabilitation
- Continuing professional development, such as job introductions and leadership development
- Pensions and employee insurance
- Staff equity and gender equality
- Terms of employment and benefits
- Salary payment
- Wage formation
- HRS4R (The Human Resources Strategy for Researchers)

## **5.10           *The University Library***

The University Library is responsible for supplying information resources for both education and

research at the university. The library also functions as a work space for students, teachers and researchers, and as a supply of a wide range of knowledge and information. The University Library is also open to the public.

The main areas of responsibility are:

- Provide information resources in both printed and digital format
- Responsibility for databases, library systems and other systems that enable searching and accessing information resources
- Provide and be responsible for referencing systems. Support, supervise and instruct students, doctoral students and researchers in specific literature searches and reference management.
- Provide individual tutoring in academic writing for students, and teach academic writing
- Responsibility for the university's publications, which include publishing all doctoral and licentiate theses at Karlstad University
- Responsibility for matters regarding Open Access, electronic publishing, bibliometry, and publication and citation analysis
- Joint responsibility together with the Executive Office, for electronic publishing and digital archiving of publications at Karlstad University in DiVA (Digitala Vetenskapliga Arkivet)
- Provide reading spots and various types of computer work stations
- Provide support to students and staff with disabilities
- Responsibility for any copyright issues in connection with copying