

Professional Staff Service Charter

UNIVERSITY PURPOSE

Macquarie is a university of service and engagement. We serve and engage our students and staff through transformative learning and life experiences, and we serve and engage the world through discovery, dissemination of knowledge and ideas, innovation and deep partnerships.



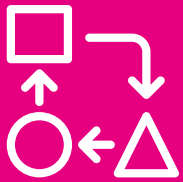
PARTNERSHIP
We deliver the best services when we work together



CLARITY
We strive for clear, simple and seamless services

OUR ROLE

Professional staff are powerful enablers of the University's purpose. We partner with academic staff to deliver world class education and impactful research. We use our expertise and professionalism to operate the University to the high standard expected by society.



AGILITY
We are agile and adaptable to meet the evolving needs of our customers

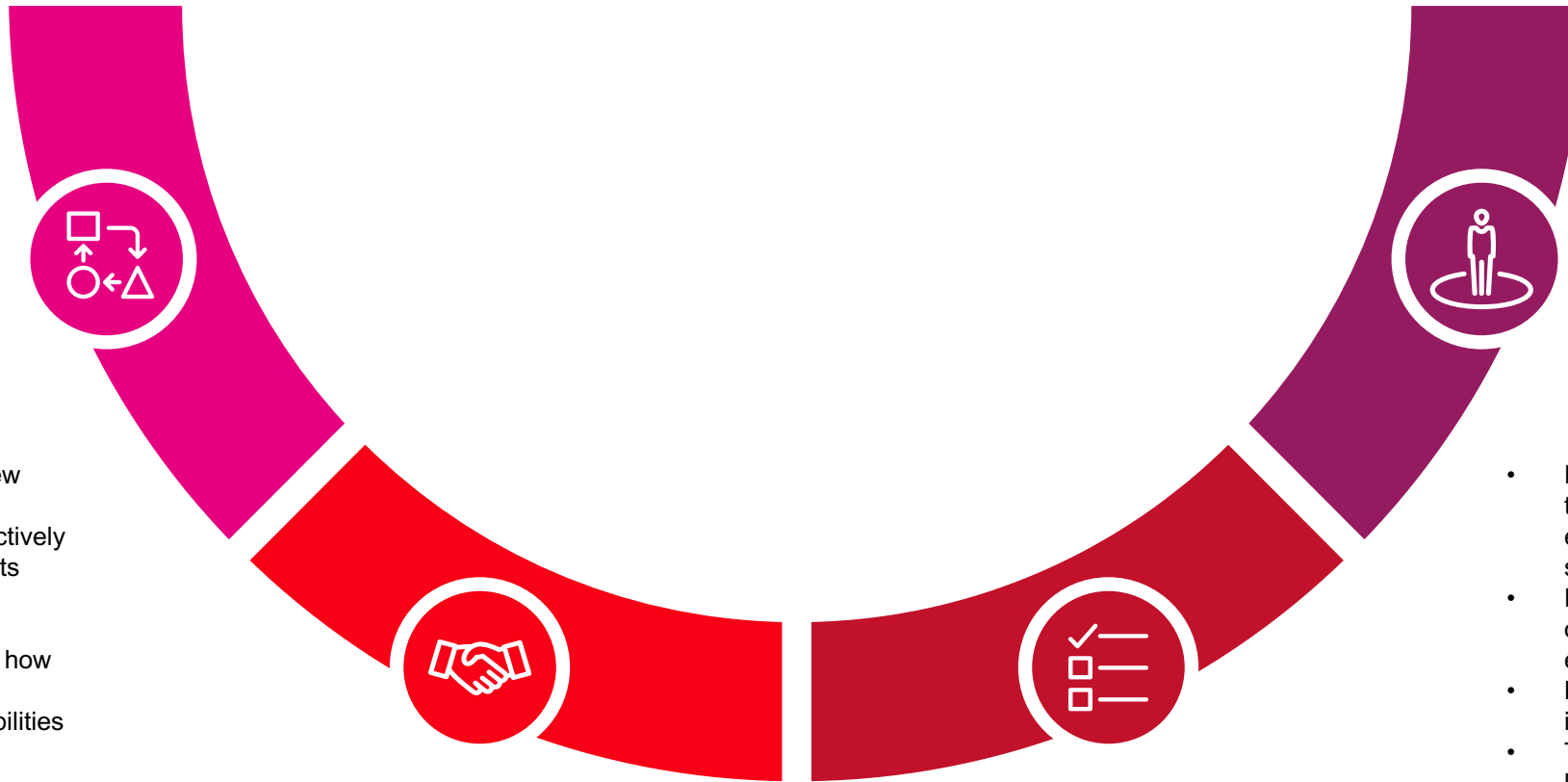


EMPOWERMENT
We seek to empower our customers and each other

We put **(YOU)^{us}** at the heart of service delivery

With trust, accountability and care

Professional Staff Service Charter



Agility in Action

- Being open to feedback, new ideas and learning
- Using data insights to proactively inform service improvements
- Challenging the status quo
- Embedding coordinated continuous improvement in how we work
- Enhancing our digital capabilities

Partnership in Action

- Connecting the dots across the University to create a seamless experience
- Combining our unique and collective strengths
- Collaborating to solve problems and innovate our services
- Sharing knowledge and information with each other

Clarity in Action

- Listening to the voice of customers to understand their needs
- Using consistent language that is easy to understand
- Understanding our roles, responsibilities and accountabilities
- Taking ownership for supporting and resolving queries

Empowerment in Action

- Empowering our customers to take ownership of their service experience, with easy access to support when needed
- Engaging in ongoing development of our own knowledge and expertise
- Making decisions and resolving issues at the right level and place
- Taking informed risks and learning from our mistakes in a “no blame” context
- Fostering open and candid conversations