

Finance Division Communication Plan

1. Introduction

This document sets out what the Finance Division aims to achieve through communication and how it will do that.

2. Communication Aims

- To increase people's understanding of, and access to, our services through pro-active communication to the user community.
- To ensure that users and others are aware of current issues and plans for the future.
- To listen to the needs of users so that the right priorities can be established and responsive services developed and delivered.
- To maintain an appropriate and positive Division profile and reputation.
- To encourage an informed and engaged workforce through good internal communication within the Division and the organisation.

3. Principles

We will aim to make our communication:

- Honest, open and accurate;
- Accessible to all members of the user community or, where appropriate, targeted effectively at the right group;
- Clear, simple and user-friendly;
- Cost effective;
- Consistent and relevant; and
- Timely.

4. Our audience and users

We believe our users include the following groups of people:

Within the University framework

- Departmental administrative and support staff, including departmental secretaries, finance team and buyers
- Heads of department/institutions and faculty chairmen.
- Academic and research staff.
- Vice-Chancellor
- Pro-Vice-Chancellors
- Chairs of Schools and School secretaries
- University Committees
- Finance Teams of Cambridge Assessment, Cambridge University Press and subsidiary companies
- Other UAS Divisions
- Associated bodies
- College Finance Staff

External to the University

- HEFCE

- HMRC
- Suppliers
- Benefactors and Donors
- Auditors
- Sponsors and Funders

5. Methods of communication

Where it is appropriate we will if possible communicate with our users electronically and put in place mechanisms so that they can communicate with us in the same way. This will include e-mail communications, information placed on key access points (e.g. the entry screen for CUFS), and on the Finance Division website, on-line forms for completion, storing of data in shared files. We will review our methods of communication and seek to improve them and develop new ways of communicating.

We will also communicate by:

- Using clear guidance and procedure notes.
- Issuing circulars.
- Creating and maintaining user groups.
- Providing briefing where appropriate.
- Running training courses and seminars on specific issues.
- Maintaining help-line support; and
- Through one-to-one contact by phone, e-mail, letter or meeting as appropriate.

6. Methods of delivery

The following table shows how we will communicate with our different audiences.

Communication method

Group	e-mail groups	On-line Forms	Shared Files	Finance Procedures Manual	Circulars	User Groups	Briefing notes/meeting	Training courses/seminars	Help-line	One-to-one contact
Departmental administrative and support staff	✓	✓		✓	✓	✓	✓	✓	✓	✓
Heads of Department				✓	✓		✓	✓		✓
Academic and Research Staff	✓	✓			✓		✓	✓		✓
VC, Pro-VCs, School chairs and secretaries			✓	✓	✓		✓			✓
University Committees							✓			✓
Cambridge Assessment, CUP, subsidiaries							✓			✓
Other UAS Divisions	✓		✓				✓	✓		✓
Associated bodies					✓					✓
HEFCE		✓					✓			✓
Auditors							✓			✓
Suppliers										✓
HMRC		✓	✓							✓
Benefactors							✓			✓
Sponsors/Funders							✓			✓
Research partners							✓			✓