

UNIVERSITY OF LEICESTER

Commitment to Colleagues

The Contracts Team (CT), a part of the Research and Enterprise Division, undertakes work which is necessary to protect the interests of the University and its staff and to enable the University to meet its obligations under the law and its regulations

What our Colleagues can expect from the Contracts Team

Objective

This Commitment sets out:

- the services we provide to the Colleges, Departments, staff and external partners;
- the overall standard which we aim to achieve in the provision of our services;
- a mechanism for resolving any problems relating to the delivery of the services.

Reviews and Amendments to this Colleague Commitment

This Commitment will be reviewed annually as part of the annual planning process and any changes will take account of any feedback from colleagues.

Services and Standards

1. The CT provides support, advice and services in respect of:
 - i. the negotiation, drafting and/or review of contracts, agreements, terms & conditions etc;
 - ii. communicating the pertinent requirements of a contract, translating the legal language into layman's terms where necessary and highlighting where this might be more onerous than the norm;
 - iii. investigations (due diligence) into UK-based and international third parties to assess suitability as a funder (taking into account practical, financial and ethical factors);
 - iv. all contract administration both pre- and post-award (ensuring all financial and procedural requirements are met).
2. The CT deals with collaboration and research agreements, clinical trials and related agreements, subcontracts, grant-in-aids, studentship agreements, confidentiality agreements, material transfer agreements, consultancy contracts and services agreements with both commercial and non-commercial organisations.
3. We aim to respond to telephone messages and to acknowledge emails by the end of the following working day.
4. We will normally respond with draft contracts, comments on contracts/documents or with advice on general matters within ten working days of receiving the full and relevant instruction, document or query. If further information or documents are required before a substantive response can be given, you will be notified as soon as possible of what is required.
5. We will endeavour to respond to requests to draft/review Confidentiality Agreements within five working days.
6. If we are unable to respond to any requests within the timescales set out in 4 and 5, you will be given an estimate of when we anticipate being in a position to respond.
7. Notwithstanding the timescales set out in 3, 4 and 5, if we are notified that a response is required urgently, we will do our best to respond in the notified timeframe, but this cannot be guaranteed particularly during busy periods or staff vacations.

Responsibilities

- **Dr Rachel Machado** – Head of Contracts ext 3333; email rjm57@le.ac.uk; All Colleges
- **Dr Maggie Grotzkyj Giorgi** – Senior Contracts Manager ext 3395; email mgg14@le.ac.uk; All Colleges and a particular focus on College of Social Sciences, Arts and Humanities (SSAH)
- **Ms Suzanne Alizart** – Contracts Manager ext 7794; email sa729@leicester.ac.uk; College of Medicine Biological Sciences and Psychology (MBSP)
- **Dr Sarah Britton** – Contracts Manager ext 5120; email sab79@le.ac.uk; College of Science and Engineering (SE)
- **Dr Kate Hetherington** (currently on maternity leave) – Contracts Manager ext 1432; email kjd14@le.ac.uk; College MBSP
- **Mr Matthew Luke** – Contracts Officer ext 7754; email ml354@le.ac.uk; Colleges SE and SSAH
- **Ms Navpreet Mander** – Contracts Officer ext 5926; email nm366@le.ac.uk; College MBSP

What we need from Colleagues

We depend on you to help us provide the most efficient and effective service possible. You can help by:

- providing advance notice of a project that may require advice or support from the CT (“advance” meaning as early as possible but, given the timescales in paragraphs 4 and 5 above, a minimum of twenty working days prior to commencement);
- providing full and timely information including:
 - a) a background description;
 - b) the work required;
 - c) timescales; and
 - d) for income-bearing contracts, details of the LUCRE costing;
- inviting us to attend any relevant meetings.

Measurement/Monitoring Success

- Records of response times will be kept by the CT and monitored regularly.
- The CT aims to meet the timescales referred to 4 and 5 above in at least 90% of its instructions.
- Actual performance will be published each year on the CT’s website.

Complaints

If you have cause for complaint, please inform the member of the team who has been dealing with your project. If you remain dissatisfied with the action taken or the explanation given, please contact Rachel Machado (Head of Contracts). You will normally receive a reply within five working days of us receiving your complaint. Rachel Machado will raise any complaints to Pauline Muya (Interim Director of Research and Enterprise and Head of Research Support Services) as and when required.

If you think we are doing something well then please also let us know.

The measure of CT’s success is the success of your projects and those of the University. We want to advise in a way that works best for you by adapting to your needs.

The CT has drawn up a Communications Plan, a copy of which is on the CT’s website, to develop its relationships with Colleges, Departments and staff.

Date: 3rd January 2017