Commercial & Procurement Services

Customer Charter

One Team

Seamless service, consistent advice, joined-up approach from planning to contract.

Simple & Straightforward

Remove complexity, plain English, easy processes, guided stages.

Commercial Insight & Expertise

Informed decisions, market knowledge, sourcing expertise, negotiation skills.

YOUR COMMERCIAL PARTNER

Helping you make confident, informed commercial decisions.

Trusted & Compliant

Fair, transparent, compliant, pragmatic, outcome-focused.

Value Beyond Cost

Balance cost, quality, risk, sustainability, long-term value.

Continuous Improvement

Embrace innovation, technology and AI to improve service.

What We Ask From You

- ✓ **Engage** us as early as possible
- ✓ Be **clear** about your requirements and desired outcomes
- ✓ Work **collaboratively** throughout the procurement
- ✓ Allow sufficient **time** for planning and competition
- ✓ Follow University procurement **policies** and processes
- ✓ Provide **honest feedback** so we can continually improve

Our Service Standards

- ✓ Be **approachable** and responsive
- ✓ **Listen** before advising
- ✓ Keep you **informed** throughout your procurement
- ✓ **Challenge** constructively when it adds value
- ✓ Treat every customer with **professionalism** and respect
- ✓ Focus on finding **solutions**, not creating barriers
- ✓ Continuously **improve** our service