

5. Rules of Procedure for Central Services

Approved by the Vice-Chancellor on 16 December 2024

5.1 *Organisation and duties*

Central services shall provide administrative, preparatory and executive support for the board, vice-chancellor, faculties and teacher education board, thereby ensuring that procedures in the administration and exercise of authority at Karlstad University are uniform, conforming to law and efficient.

The university director is the head of central services at the university, and chairs the central services management team, which comprises the office heads and, if needed, the administrative heads at the faculties.

The deputy university director is appointed by the university director, in consultation with the vice-chancellor. The deputy university director acts as the alternate for the university director.

Reporting directly to the university director is the university's chief security officer, who has overall strategic responsibility for all aspects of the university's security operations. Work is conducted in close collaboration with the entire organisation, but especially with the coordinator for physical security, the information security coordinator and the IT security coordinator, who are based in different units of the central services.

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

Central services comprise the following offices/units, led by the university director:

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

The offices are managed by a head of office or director, who is responsible for planning, development, implementation and monitoring of the university activities in their respective areas of responsibility. The head of office has staff and budget responsibility for the operations within the office. The head of office reports to the university director.

Some offices 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 them. Constraint shall be exercised in appointing such positions. Decisions regarding such appointments are made by the university director.

Decision:	No 129/24	Reg. no:	C2024/893	Replaces:	C2022/213	Decision: 28/22
Effective from:	1 January 2025	until:	further notice	Officer:	Eva Rendahl	

Areas of responsibility and duties of the offices/units are presented below.

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

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 include:

- Admission
- Degree certificates
- Ladok administration
- Assisting international mobility for students and staff
- Coordination of support to students with disabilities
- Equal terms (including gender equality) for students
- Student health services
- Study and career counselling
- Examination coordination
- Coordination of external collaboration within first-cycle education

5.3 *Financial and Budgeting Office*

The office 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 include:

- Financial control
- Continuous accounting and financial management
- Budget and forecast
- Internal control
- Project accounting of, for example, EU projects
- Scholarship administration
- Forecast and follow-up 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 include:

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

The main areas of responsibility include:

- Strategic and operational property management
- Rental negotiations and internal rental estimations
- Furnishings and premises planning
- Janitorial services
- Cleaning services
- Physical 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 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 office is also responsible for university-wide issues relating to information, advisory services and the processing of legal matters, as well as assisting with procurements. The office also includes the project office, which provides support for organisational development, such as pilot studies, project management, follow-ups and evaluation. The Executive Office is responsible for support and services to the university management team and the board.

The main areas of responsibility include:

- Administrative services for the university management team and board
- Archive and registry
- The disciplinary board
- Protection of privacy and data protection issues
- Legal counselling
- The project office
- Coordinating environmental management systems
- Coordinating gender mainstreaming
- Procurement

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 include:

- User support and support function
- AV technology
- Operation and maintenance of IT environment, hardware and software
- Coordination and procurement of computer equipment, software and licences
- IT and network security
- Development and adjustment of IT systems at the request of systems owners
- Switchboard and telephones

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 include:

- 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, social media and other digital media channels
- Research communication support

5.9 *HR Office*

The Communications 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 include:

- Skills supply
- Recruitment and promotion
- Discontinuation and restructuring
- 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 *University Library*

The University Library is responsible for supplying information resources for both education and research at the university, as well as offering support to students, teachers, researchers, doctoral students and the public. 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 library also includes the Centre for Teaching and Learning (UPE), which has overall responsibility for continuing professional development in higher education pedagogy at the university. 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 include:

- Providing information resources in both printed and digital format
- Responsibility for databases, library systems and other systems that enable searching and accessing information resources
- Supporting, supervising and instructing students, doctoral students and researchers in specific literature searches and reference management Providing and being responsible for referencing programmes.
- Providing 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)
- Providing reading spots and various types of computer work stations
- Providing support to students and staff with disabilities
- Addressing copyright issues in relation to teaching and research for students, teachers and researchers
- 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

5.11 *Teacher Education Office*

The teacher education office serves as a shared and cohesive administrative resource for the university's teacher education. The office provides qualified support to the dean in managing the university's teacher education and the research connected to teacher education. The office prepares matters for the teacher education board and its committees, and provides support to departments, programme coordinators, teacher educators, and teacher students.

It also includes the management and administration of the Regional Development Centre (RUC). RUC constitutes an important component in the collaboration of the teacher education office and the teacher education board internally, regionally, nationally and globally within the area of teacher education.

The main areas of responsibility include:

- Administrative support for the dean and the teacher education board and its committees, as well as responsibility for the board's registry.
- Collaboration both internally and externally with established networks and agreement partners globally, nationally, regionally and locally within the area of teacher education and research connected to teacher education.
- Coordination and support for the teacher education programmes in matters related to teaching placements (VFU) and responsibility for students' teaching placement.

- Support to the teacher education board in the work of monitoring and developing the teacher education programmes and the associated research to ensure they maintain high quality and comply with national regulations and the needs of the school system.
- Admission and study planning of students based on the regulations of *VAL-förordningen*.
- Coordination of the teacher education programmes offered through the distribution format campus local study centres.
- Communication, information and student recruitment work related to teacher education as an extension of the university's central work and regulatory documents.
- Management and administration of projects connected to teacher education.