



Visions and Values

We will:

- Deliver outstanding support and opportunities to our students;
- Be passionate in promoting student engagement, satisfaction and success;
- Champion the student experience in our University;
- Work together as a staff group to provide a fulfilling and rewarding working experience;
- Be an exemplar of best practice for the sector.

We are passionate about supporting our students to fulfil their potential and committed to providing students with the tools and experiences they will need to be successful beyond their time at our university. We take a holistic approach to our work, working collaboratively to develop knowledge, share best practice and support each other.

We are proactive and strive for excellence, being committed to innovation and evolution, taking approaches which are most suited to the needs of our students from wherever we can find ideas and inspiration and which fit the resources we can access. We take pride in our contribution to the student experience and in playing our part to ensure the success of our Corporate Plan.

We will:

- Continue to evolve and develop our services in response to student needs, feedback and outcomes;
- Develop our capacity to 'deliver the student experience' in the areas that we are responsible for;
- Further develop our understanding of, and delivery to, different types of student groups and/or cohorts;
- Become faster and more adept at identifying and implementing changes or innovations needed to respond to the changing external and internal environment;
- Improve our ability to prioritise allocation of time, staffing and other resources to fit changing operational and strategic needs;
- Continue to develop a working culture of distributed leadership and ownership across Student Services staff;
- Continue to prize staff satisfaction as much as student satisfaction.