

# CULTURE STATEMENT

## WHO WE ARE

The Student Education Service contributes to the University’s strategic aims by providing the foundations that support student education activity. We are a professional service of over 800 people working in teams across the campus. Our stakeholders include prospective and current students, academic staff, other University teams and services, external partners and many more.

## OUR AIMS

We work in partnership with other professional services and our stakeholders to enable:



Students to maximise their potential and have an excellent experience



Academic staff to focus on delivering their key priorities in student education and research

We all take responsibility to ensure that the Service is:

PROFESSIONAL

PROACTIVE

KNOWLEDGEABLE

HELPFUL

SOLUTION-FOCUSSED

We are always looking to improve our ways of working and the service we provide. We put our stakeholders at the heart of our improvements, ensuring we are adding value and regularly seeking feedback from them. We take ownership from the first point of contact, seeking a resolution or enabling effective and supportive referrals to other parts of the Service, University or externally.

## OUR COMMUNITY

We want colleagues to feel that the Service is a friendly, open, enjoyable and high-achieving place to work and be part of the SES community. We all share the responsibility of creating and reinforcing an environment that is:

SUPPORTIVE

ENABLING

INNOVATIVE

REWARDING

INCLUSIVE

Teamwork is key to our success and we proactively seek to work collaboratively with others both within our Service, across the wider University community and externally.

We know we’re getting it right when we:

- ✓ Feel valued and enjoy working for the Service
- ✓ Receive positive feedback from colleagues and students

We know we’re getting it wrong when we:

- ✗ Don’t listen to our stakeholders
- ✗ Ignore issues and problems