

STUDENT SERVICES VALUE STATEMENT

Student focused

- We believe in offering the best possible service to students and in supporting them to develop self-reliance and transferable/life skills
- We are committed to anticipating and responding to the needs and interests of students, recognising that student welfare and pastoral support will help them to achieve their full academic potential
- We are committed to providing impartial advice and support to students

Partnership and team working

- We believe in working in partnership with others to promote a welcoming, safe, secure and supportive community for all our students
- We are committed to working with and continuing to develop partnerships between students, academic and professional services staff, alumni and external partners, to ensure we meet the needs of our stakeholders
- We encourage an environment where colleagues work with and support each other within Student Services and across the wider University

Equality, diversity and inclusivity

- We are committed to being role models to each other, leading by example
- We recognise, respect and celebrate diversity in the University and wider community
- We encourage and support staff and students to create and maintain a healthy work-life balance

Empowerment and innovation

- We are committed to supporting Student Services staff in their personal and professional development, to enable everyone to aim high and achieve their goals
- We encourage all staff to be creative and take initiative, suggesting ideas for improving our services and co-operating to implement them
- We are committed to supporting and enabling students, making a strong contribution to their positive experience of Kent, celebrating their successes and preparing them for a successful life after graduation

Honesty and accountability

- We are committed to open, honest and professional communication and interaction with colleagues, students and external contacts
- We acknowledge and assume responsibility for our actions and behaviour, both as individuals and as a department
- We acknowledge and assume responsibility for our university resources and environment – being accountable to each other, the university and local community of which we are a part