

# The Hub - Why we are here

## Our Vision

To be recognised as a sector-leading front-line student support service, providing support which is inclusive, accessible, timely, flexible and welcoming throughout a student's journey and beyond.

## Our Purpose

To meet the needs of students, wherever they are, by:

- Providing a student-facing service which offers a variety of ways for student to get support with general queries
- Providing a relaxing space for students which is welcoming, friendly but confidential when needed
- Endeavouring to meet the needs of our students at all times throughout their student journey
- Signposting to the right appropriate support and opportunities where appropriate
- Providing a service to support staff to support students
- Providing physical and virtual facilities that enhance the student experience
- Creating a culture of continuance improvement to enhance our service to students

## Our Values

### Students First

- The Hub is here for students and we seek, listen to and use their feedback to continually improve the service we deliver.

### Accessible and Inclusive

- We offer non-judgemental support for our diverse student population and strive to break down barriers, including the innovative use of technology, to allow us to reach even more students.

### Welcoming, Helpful and Approachable

- The Hub is somewhere where students want to go because they know they will be listened to and supported. No question is too big, or too small.

### Teamwork and Collaboration

- The Hub works across the institution and with relevant colleagues to ensure effective support and signposting, including beyond the University where relevant

### Responsive, Reliable and Trustworthy

- Students can come to the Hub for anything and are confident they will get the advice and guidance they need, quickly and easily and non-judgementally.

### High Quality, Knowledgeable and Professional

- Students want to come to the Hub because they know our staff are well-trained, will give them excellent up-to-date advice in a professional way.