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.