

# PROFESSIONAL SERVICES

## Purpose

To support and develop the University's mission by providing high quality professional services and facilities to students, staff and other clients as effectively and efficiently as possible within available resources.

## Values

Our core values are:

- To put our clients at the heart of everything we do
- To be positive, outward looking and professional
- To celebrate our achievements and learn from our mistakes
- To anticipate trends and lead change
- To promote equal opportunities and sustainability
- To be better than our previous best

## High Level Aims

Each section within the Professional Services has more detailed aims and objectives relating to its particular services and activities:

- To be generally regarded as a leading administration within the HE sector
- To use information and communications technology to improve services and job satisfaction
- To achieve the Investors in People standard across the Professional Services
- To help the University generate income and control costs
- To be an efficient provider of timely and accurate information
- To free academic time for research, teaching and outreach by minimising bureaucracy and streamlining procedures
- To work in teams across Service boundaries and to promote team working across the University and with its Partners

## Section Aims and Objectives

- Academic Office
- Buildings and Estate Services
- Communication and Partnership
- Finance Services
- Hospitality Services
- IT Services
- Library and Information Services
- Personnel and Staff Development
- Sports Office
- Special Projects Office

