Our principles

**People**

*Development*
We ensure our staff are supported and trained to deal with the requirements of their job and perform at the highest level of professionalism, with a focus on professional development and access to professional communities.

*Inclusion*
We embed a supportive, inclusive culture and increase the diversity of staff at all levels.

*Workload and wellbeing*
We place the workload and wellbeing of staff at the heart of our planning, ensuring that the demands placed on our staff are sustainable and that activity is appropriately prioritised – recognising that not all demands can be met.

**Collaboration**

*Working in partnership*
We understand the implications of our decisions for other parts of the collegiate University, using the divisions as a bridge to ensure appropriate engagement between departments and the central University.

*Transparency*
We ensure that the true cost (both people and resource) of activities is visible and understood for all elements of a service.

*Strategic alignment*
We ensure that our activities are in line with University strategies – recognising the need to reflect local circumstances.

**Quality**

*Needs of stakeholders*
We ensure that the needs of our students, academics, and other stakeholders are at the heart of our decision-making.

*Continuous improvement*
We review, refresh and improve our services in line with academic needs, ensuring that changes reduce complexity and make services simpler for all users to engage with wherever possible.

*Data*
We use data to support effective decision-making, whilst ensuring that appropriate data collection and governance is a part of any development in service delivery or practice.

*Value for money*
We demonstrate value for money in both our ‘business as usual’ activities and new projects.