



# AMOSSHE

The Student Services Organisation

## Autumn bulletin 2019

# AMOSSHE's strategy: 2019 to 2024

The **AMOSSHE** Executive Committee, in consultation with members at over 180 higher education providers, has developed our professional association's strategy for 2019 to 2024. The strategy includes a statement of our organisation's values, mission, guiding principles, and strategic priorities.



Beginning with an overview of **AMOSSHE**'s membership and our members' Student Services, the strategy goes on to articulate the unique value proposition of UK Student Services, and a vision of what our professional association seeks to achieve by 2024.

Then there's our mission statement: what we will do to achieve our vision. The mission is driven by a sustainable five year strategy founded on values-based guiding principles. This focuses on three strategic priorities:

- ▶ Enable members
- ▶ Collaborate and influence
- ▶ Establish a movement

The **AMOSSHE** team is currently actioning these priorities through an operational plan for the next 18 months.

Read AMOSSHE's strategy here:  
[www.amoshe.org.uk/governance](http://www.amoshe.org.uk/governance)

# Safeguarding and duty of care

AMOSSHE's first professional development event of the 2019/20 academic year revisited a hot topic from last year: legal safeguarding requirements and duty of care good practice for Student Services in higher education.

The event opened with a session led by **Shakespeare Martineau** about the safeguarding duties imposed by the law, and how universities may assume a standard of care that is greater than the law requires. Then the **Disclosure and Barring Service** led an interactive workshop about the legal duty on universities with regards to barring and regulated activity. **Jisc** explored how Student Services use student data for safeguarding and duty of care interventions, and a team from **Manchester Metropolitan University** led a workshop to explore safeguarding and duty of care concerns related to students studying outside the UK. Finally, the **University of the Highlands and Islands** discussed the impact of recent Scottish Government legislation and drivers for corporate parenting within the higher education sector.



AMOSSHE members can access the resources from all our events here:  
[www.amoshe.org.uk/events-resources](http://www.amoshe.org.uk/events-resources)

## AMOSSHE annual sponsors

In 2019 AMOSSHE is kindly sponsored by:



# Newly elected AMOSSHE Executive members

**AMOSSHE** is directed by an Executive Committee of twelve members. Every year half of the roles on the committee become available for election. Here are the Executive Members who were elected in July and took on roles for the 2019-2021 term of office.

## Helen McNeely: Vice Chair (Operations)



Helen McNeely (Head of Student Affairs, Queen's University Belfast) takes the role of Vice Chair (Operations). Helen's priorities in the role are to continue to support and further develop the capacity of the National Office to support the ambitions of the organisation. **AMOSSHE**'s ambitions can only be realised if we have a good underpinning support structure - namely our governance structure and the National Office. The Vice Chair (Operations) plays an important role in this relationship, so Helen intends to help shape the ambitions, and also deliver them alongside the other Executive members and the National Office team.

## Nic Streatfield (Vice Chair Professional Development)

Nic Streatfield (Head of Student Support & Wellbeing, University of East London) continues in the role of Vice Chair (Professional Development) for another two years. Nic approaches this role with a curious, collective approach - listening to members to ensure the delivery of excellent, stimulating and relevant professional development events. Nic intends to continue to offer great value events covering the multitude of issues that Student Services staff face, being mindful of emerging challenges and of the importance of putting on events that focus on the less "popular" issues, which nonetheless impact upon our students. Nic also has plans to expand the developmental aspect of the **AMOSSHE** professional development programme in line with our strategy, to equip members with the professional skills, knowledge and networks to influence change and enhance student success.



## Angela Gardiner (Executive Member)



Angela Gardiner (Director of Student Services, University of Hull) joins the Executive team to take the role of Executive Member. Angela is committed to enhancing the opportunities and outcomes of under-represented and disadvantaged groups and individuals, and feels that the **AMOSSHE** network of organisations can provide an excellent conduit to drive this agenda and contribute to delivering the ambitious targets of the Office for Students, while at the same time highlighting the value of Student Services within the sector. Collaboration, collegiality and partnership working have always been at the centre of Angela's work, and she's excited by the opportunity to engage with this on a national basis, and to drive for service enhancement and excellence, which is of paramount importance in light of the current challenges the sector faces.



### Simon Lee (Executive Member)

Simon Lee (Deputy Director - Student and Library Services, Teesside University) continues in the role of Executive Member. Simon relishes the chance to continue to work alongside his **AMOSSHE** colleagues to support the development and recognition of the great work of Student Services. He will continue to dedicate himself to the work of **AMOSSHE** and our commitments to providing effective support, research and professional development for our members.



### Lesley O'Keeffe (Executive Member)



Lesley O'Keeffe (Deputy Director Academic and Student Services, Brunel University London) takes the role of Executive Member for one year, to replace Helen McNeely, who has changed role. Lesley brings to her new role experience of change management, strategic and operational expertise, and an ability to connect and communicate with stakeholders in the sector. She is passionate about external engagement, and believes that we will best develop as a sector if we share what works, and what doesn't! Being a member of the **AMOSSHE** Executive feels like a natural next step for Lesley, to be able to help shape the future of student support in UK higher education.

### Jill Stevenson (Executive Member)

Jill Stevenson (Head of Student Support Services / Dean of Equality, Diversity & Inclusion, University of Stirling) continues in the role of Executive Member. Jill will continue to proactively, enthusiastically and professionally represent our members to lobby for increased recognition of the impact of Student Services on the student experience and student success. Jill is also keen for the **AMOSSHE** Executive to increasingly involve our members in our influencing and developmental work, ensuring that we maximise the talent and experience that exists across our membership.



### Chris Warrington (Executive Member)



Chris Warrington (Head of Student Support, The University of Leeds) continues in the role of Executive Member. Chris is fully committed to the importance of **AMOSSHE** and passionate about the role it plays in supporting colleagues as they address the pressures and challenges facing Student Services and higher education. Chris plans to work with the wider **AMOSSHE** Executive to promote the voice of Student Services professionals, to influence policy-making and ensure that our important work is represented, as well as design and deliver relevant and engaging continuing professional development events for colleagues. Chris also intends to promote the importance of regional networks and meetings to provide accessible opportunities for a wide range of colleagues to engage and network.

Find out more about the Executive Committee at  
[www.amoshe.org.uk/who-are-we](http://www.amoshe.org.uk/who-are-we)

Keep up to date with AMOSSHE events at  
[www.amoshe.org.uk/events](http://www.amoshe.org.uk/events)



## Student centre vs students at the centre: managing the tensions

6 December 2019, Birmingham

This event explores some of the key elements to consider when changing the structure of Student Services provision to integrate services, whether you're co-locating services in a new student centre, utilising existing space(s) to better serve your students, streamlining services for efficiency, or changing the ethos of how your services work together.



## AMOSSHE Winter Conference: mental health and wellbeing

14 February 2020, Bath

The AMOSSHE Winter Conference 2020 focuses on challenges and opportunities around mental health and wellbeing: what Student Services can do going forward to ensure that students with mental health challenges are able to access and experience university life without barriers, and that all students and staff can fulfil their potential and enjoy a fulfilling and empowering experience in higher education.



## AMOSSHE National Conference 2020

8 to 10 July 2020, Newcastle upon Tyne

The AMOSSHE National Conference 2020 is the UK's foremost opportunity for Student Services leaders to share expertise and good practice, develop strategy and skills, and build professional networks. In 2020 the conference takes place in Newcastle upon Tyne, UK, and will feature a range of presentation and workshop sessions led by AMOSSHE members and sector organisations.

# Join AMOSSHE in 2019/20

**AMOSSHE, The Student Services Organisation** is the UK's professional association for Student Services leaders in higher education (HE). As part of our community you can make the most of our network's expertise and a huge range of member benefits. For the 2019/20 academic year we've frozen membership rates and introduced a new, lower rate for the smallest higher education providers. Take a look at our membership opportunities for 2019/20:

[www.amoshe.org.uk/membership](http://www.amoshe.org.uk/membership)

## Rates

### >50% HE provision:

- **Small and specialist - £400**
- **Tier 1 - £610**
- **Tier 2 - £761**
- **Tier 3 - £913**

### Providers with >50% HE provision

For UK providers with at least 50% HE provision, membership is tiered depending on how many full-time equivalent (FTE) HE students your organisation has:

- **Small and specialist** (up to 3,000 FTE HE students) includes one lead member.
- **Tier 1** (3,000 to 10,000 FTE HE students) includes one lead and one core member.
- **Tier 2** (10,000 to 20,000 FTE HE students) includes one lead and two core members.
- **Tier 3** (over 20,000 FTE HE students) includes one lead and three core members.

### <50% HE provision - £550

**International - £459**

**Non-profit - £700**

**Corporate - £1,200**

### Providers with <50% HE provision

UK education providers offering some HE courses, which account for less than 50% of the courses on offer. Includes one lead member.

#### International HE providers

HE providers outside the UK. Includes one lead member.

#### Non-profit organisations

Non-profit or charitable status organisations in the HE support sector. Includes one lead member.

#### Student Services staff at corporate organisations

Staff at corporate organisations in the HE sector who are responsible for the direct delivery of services to students. Includes one lead member.

### Additional members:

- **First three - £90 each**
- **Subsequent - £50 each**

Once an organisation is a member, more people can join as additional members. There's a discount for four or more additional members.

**Individuals - £300**

**Students - £50**

### HE consultants / researchers

Freelance consultants working in the HE sector, or professionals undertaking research into Student Services.

### Students studying in the Student Services sector

Students taking a course related to professional development in Student Services (for example, a postgraduate degree in Student Affairs or HE management) at an AMOSSHE member institution.