



RESIDENTIAL AND BUSINESS SERVICES

OUR MISSION

Residential and Business Services' core function is to support the University's teaching and research ambitions by managing suitable and sufficient residential accommodation and associated services for the student population and other customers.

OUR GOALS

Goal 1:

To interpret and support the University's strategic ambitions, particularly its student recruitment targets and the focus on postgraduates.

Goal 2:

To develop and maintain residential accommodation and associated services which continue to meet the expectations of students and other users

Goal 3:

To provide a responsive and customer focused approach to the interaction with students, staff and other customers in support of the University's wider ambitions

Goal 4:

To operate efficient services which deliver the financial performance necessary to sustain the organisation, and to contribute to the financial well being of the University

Goal 5:

To promote the facilities and services offered to our students, staff, external customers, visitors and stakeholders in a highly effective manner

Goal 6:

To develop an integrated approach to planning, service delivery and problem resolution with other internal service providers, predominantly, but not exclusively: Student Services, Estates, Information Technology Services, Finance, Procurement and HR

Goal 7:

To develop a suitably qualified, skilled and experienced staff who are motivated to work together in pursuit of the organisational goals and objectives

Goal 8:

To identify and evaluate risk to the organisation, with particular emphasis on complying with statutory obligations