



AMOSSHE

The Student Services Organisation

Autumn bulletin 2021

Meet your new Executive team

AMOSSHE members have elected a new Executive Committee team for the 2021/22 academic year, including a new Chair and Vice Chair. The Executive volunteer their time to ensure that **AMOSSHE** works in the best way to support our members, the sector and the student experience. In this bulletin we invite you to meet the new team and find out about their ambitions for leading the UK's Student Services association.



"I aim to drive transformation in collaboration with our members and partners to position the student experience and Student Services at the top of the agenda for university leaders, policy makers, funders, and regulators."

Jill Stevenson (Dean of Equality, Diversity & Inclusion and Director of Student Services, University of Stirling) is the new **AMOSSHE Chair**. During four years as an Executive member, Jill led the development of the current five-year **AMOSSHE** strategy, co-chaired several national conferences, and represented members nationally and internationally. Jill believes passionately in enabling and empowering our members to deliver maximum impact and a world class student experience across our universities. As **AMOSSHE** Chair, Jill aims to:

- ▶ Lead and support our members to build back stronger from the pandemic.
- ▶ Build influential and impactful collaborations, nationally and globally.
- ▶ Increase opportunities to engage members in AMOSSHE's work, to harness the talent and experience in our membership, further empower our members, and provide development opportunities.
- ▶ Ensure that our work meets the evolving needs of the membership.
- ▶ Ensure that the experiences and perspectives of members from across the UK, including all home nations and diverse institution types, are represented in discussions and decision-making.
- ▶ Ensure that the principles of equity, diversity and inclusion permeate all aspects of our work and are visible in all that we do.

Your new AMOSSHE Executive members

Here are the **AMOSSHE** Executive members who were elected alongside Jill Stevenson for the 2021/22 academic year. You can find out about all our **AMOSSHE** Executive members online at www.amosse.org.uk/who-are-we

Simon Lee – AMOSSHE Vice Chair

Simon Lee (Deputy Director, Resilience, Sport and Wellbeing, Teesside University) takes the role of **AMOSSHE Vice Chair**, having joined the Executive Committee in 2018. Simon was joint-lead for both the 2019 and 2020 Winter Conferences in Cardiff and Bath respectively, and has represented AMOSSHE on several sector groups and at national events. Working closely with his Executive colleagues, Simon has supported the development of the AMOSSHE five-year strategy, and he leads on the external development workstream to build our links with Student Services professionals across the globe. Simon's priorities as Vice Chair are to:

- ▶ Support colleagues as the sector emerges from the pandemic.
- ▶ Develop and grow our regional networks, building on their increased impact during COVID-19.
- ▶ Strengthen our links with key policy makers and agencies, both at home and overseas, to ensure the voice of Student Services is at the heart of all relevant discussions.
- ▶ Develop our approaches to the most challenging topics facing our profession, including diversity and inclusion, supporting international students, student mental health, relationships with local service providers, and helping those students who have been affected most by the pandemic.



"I relish the chance to step up and continue to work alongside my colleagues to support the development and recognition of the great work of Student Services."



Emma Bales – Executive Member

Emma Bales (Director of Student Services, University of Cumbria) joins the Executive team for the first time this year. Emma has worked in higher education student support services for over 18 years, and is committed to the delivery of high quality student support. While working at Cumbria Emma has been supported to complete a part-time MBA and a PGDip in HRM as a mature student with a young family. As such she has an understanding of, and empathy with, the pressures many students across the sector face. She's passionate about the student experience and is keen to widen her engagement with the sector through actively contributing to the ongoing development of AMOSSHE to support its members, the sector and the student experience.

"I firmly believe in the transformative effect of higher education through raising aspirations and through the provision of excellent, accessible, impactful support."

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Craig Best – Executive Member

Craig Best (Deputy Director Student Support Services, The University of Sheffield) is also new to the Executive Committee. Craig has broad experience in Student Services and appreciates the unique value proposition these services provide at all stages of the student lifecycle. Working in partnership, delivering on innovative technological solutions to bring teams together, and providing “how-to” and “what works” guides that can translate across organisations and teams, have been key to his success. Craig is keen to support AMOSSHE’s work in establishing a dynamic, integrated movement, enhance our approach to collaboration and membership engagement, and provide more accessible opportunities to equip ourselves and others with the tools and skills to embrace the future of student support.

“AMOSSHE is our organisation, and I honestly believe you get out what you put in. I want to ensure that AMOSSHE works in the best way to support our members and drive forward our aim to be a values-based movement of Student Services leaders.”

Sarah Cavendish – Executive Member

Sarah Cavendish (Head of Student Support Services, University of Leicester) was elected to the role of Executive Member. Sarah’s experience as an occupational therapist has given her a unique understanding of the importance of our occupations, and the impact on our lives. Mental health is also an intrinsic component of her career, due to spending the majority of her clinical practice in forensic psychiatry. This has been invaluable for understanding the mental health needs of the student population. On moving into academia she gained an acute appreciation of the issues facing academics in supporting students, and the key role of Student Services. Since joining Leicester in 2018, Sarah has explored social models to support health and wellbeing in large populations. She has appreciated the support and professional sharing of experiences through the AMOSSHE community, and is keen to support AMOSSHE by progressing its voice in safeguarding, mental health, tackling sexual violence, suicide prevention and service standards.

“I believe Student Services’ voice has much to say, and is very much the heart of the student experience and success within higher education.”



Claire Slater – Executive Member

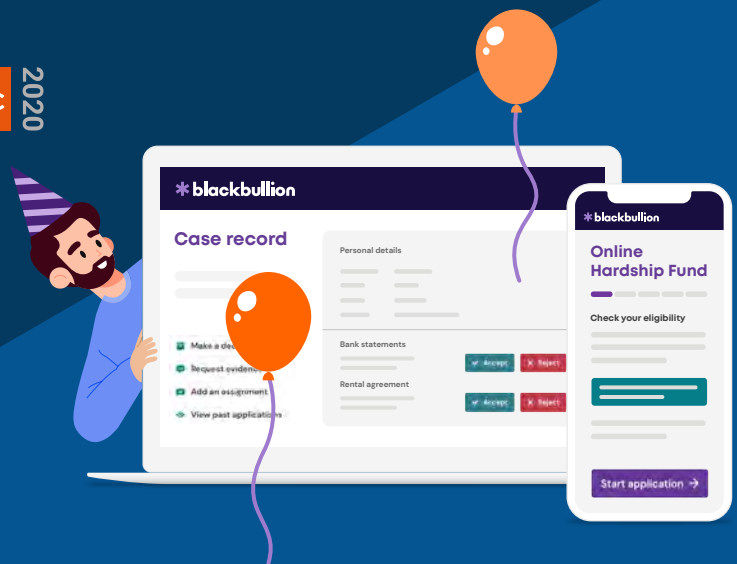
Claire Slater (Director of Student Life and Wellbeing, University of Bristol) has been re-elected to the Executive for another two years. Claire has been working in Student Services for over 20 years and has been a member of the Executive team for the last three. She has organised a number of professional development events, represented AMOSSHE in the sector, and contributed to the development of the AMOSSHE strategy – focussing on finding out more about members’ views on what AMOSSHE brings to their professional development, and what more we can do to continue to support them. Claire has personally benefitted from her AMOSSHE membership: “I wouldn’t be where I am today without the opportunities, skills, knowledge, support and inspiration from AMOSSHE over the years.”

“I am committed to continuing to raise the profile of the important work we do in Student Services, supporting students, promoting equity and inclusion, making a difference every day – but also to ensure that all our colleagues are supported in their roles.”

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Kelsey Coward – Executive Member

Kelsey Coward (Head of Operations, Cardiff University) has been re-elected for another year. Kelsey joined the Executive Committee in July 2020, following a request for expressions of interest from the AMOSSHE Wales group to ensure that the Executive Committee has representation from all four UK nations. Since joining, Kelsey has contributed to AMOSSHE's strategic and policy work, and led professional development events. Kelsey has worked in higher education for 17 years in four very different universities, both in England and in Wales. This experience has given her a real understanding and appreciation of the need for AMOSSHE to ensure that it represents and supports all its members, and can identify and respond to nuance as well as similarity and shared experience.

“Being on the AMOSSHE Executive Committee has been an ambition that I have held for many years. I am keen to continue to develop my knowledge, share my skills and provide continuity in the team.”

Sammy Li – Executive Member

Sammy Li (Adviser on Student Equality, Diversity, and Inclusion, University of Birmingham) joins the Executive team for one year. AMOSSHE has been a supportive community for Sammy's transition from an academic to a Student Services professional role four years ago. AMOSSHE's principles of inclusion, equality of opportunity, and respect for diversity resonate with Sammy's institutional role as a strategic lead to ensure that students from all backgrounds have a positive university experience and the best chance to fulfil their potential. Sammy aims to do more to widen the participation of our regional and national activities, including supporting our sector to diversify the leadership pipeline of Student Services and broaden our engagement as an organisation.



“The AMOSSHE vision on student success, world-class student experience, and the achievement of institutional goals must be united with our commitment to leave no-one behind because of who they are.”



Sarah Sweeney – Executive Member

Sarah Sweeney (Head of Student Support and Wellbeing, Lancaster University) also joins the Executive team for one year. Sarah has 17 years of experience working in higher education, gained through leadership roles in academic departments, faculty offices, research centres, and central professional services, and at a national level for HEFCE. Sarah is passionate about using digital solutions to improve student support services, as well as improving equality, diversity and inclusion to develop a more inclusive student experience. Throughout her career Sarah has benefited from sharing best practice with colleagues in the sector and working through challenges as part of cross-institutional teams, and now she aims to help others to do the same.

“I really value the opportunity to work with AMOSSHE to support colleagues across the sector to connect, problem solve and learn from each other, and to influence change in the sector through joint working.”

Continuing Executive team

The Executive Committee members who were elected in 2021 join the existing team, who continue in their roles for the 2021/22 academic year.



Helen McNeely is AMOSSHE's **Vice Chair (Operations)**. Helen is also Head of Student and Academic Affairs at Queen's University Belfast.



Nic Streatfield is AMOSSHE's **Vice Chair (Professional Development)**. Nic is also Deputy Director of Student Services at the University of East London.



Chris Warrington is an AMOSSHE **Executive Member**. Chris is also Head of Student Support at the University of Leeds.

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National
Conference



13 - 15 July
Newcastle

Call for session proposals

AMOSSHE is looking for contributors to lead sessions at our **National Conference 2022!** We want your proposals for informative and stimulating conference sessions that will engage delegates and contribute to everyone's understanding and professional development.



The **AMOSSHE National Conference** is the UK's foremost opportunity for Student Services leaders to share expertise and good practice, develop strategy and skills, and build professional networks. It takes place from **Wednesday 13 to Friday 15 July 2022** in **Newcastle upon Tyne, UK**. This is a blended **in-person and virtual conference**, so you have the opportunity to lead a session in-person in Newcastle, or online.

The conference needs the imaginative input of AMOSSHE members and the broader sector in order to be truly relevant and productive for Student Services professionals. Your participation shapes the agenda and ensures that the conference is relevant, useful, and inspiring. Leading a session at our conference is a good way to explore new ideas, develop your professional confidence and standing, and start new discussions. This year we're introducing some new session formats to enable you to celebrate your achievements and get feedback on your work.

Please submit your session proposals by **17:00 (GMT) on Wednesday 23 February 2022**.

[Find out more and submit a proposal here](#)

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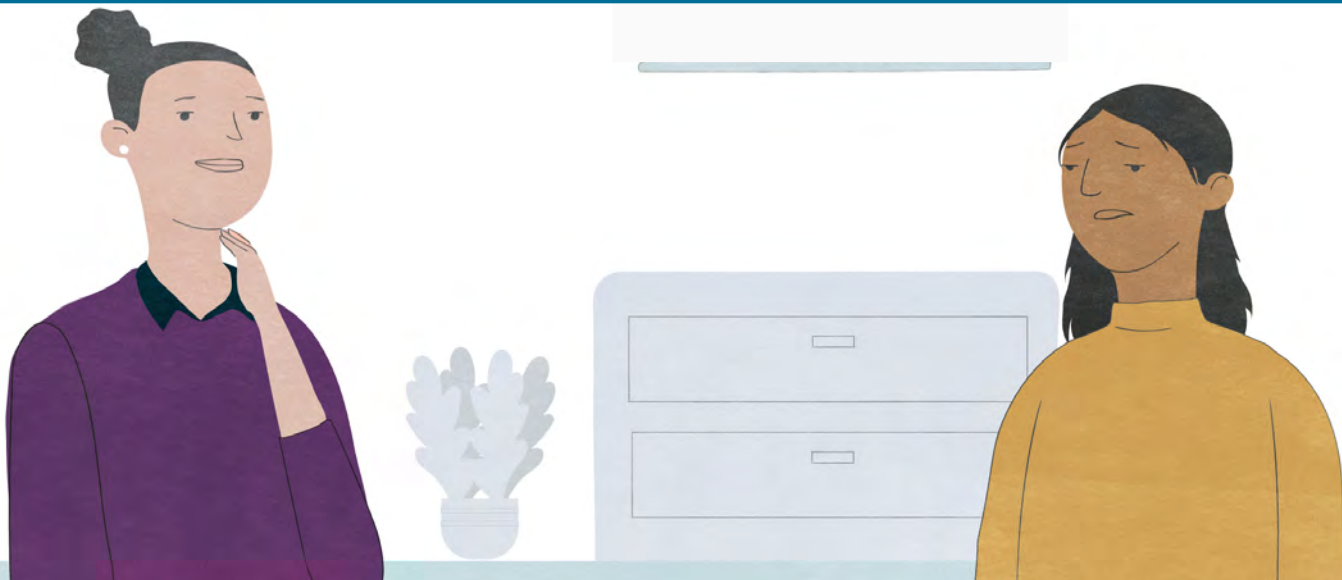
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Keep up to date with AMOSSHE events at
www.amoshe.org.uk/events



Working with third-party providers: showcase for Student Services

8 December 2021, online

This free event offers a showcase of third-party partners, products and services that can enhance and develop your institution's service provision.



Four nations, one big picture: Student Services across the UK

19 January 2022, webinar

Get an overview of higher education across the four nations of the UK, focusing on how Student Services are influenced by differences and similarities between nations.



AMOSSHE Winter Conference: healthy lifestyles

17 February 2022, online

Explore how to support students to maintain healthy lifestyles and relationships, and develop a positive higher education culture in a post-pandemic context.



AMOSSHE National Conference 2022

13 to 15 July 2022, Newcastle upon Tyne and online

The AMOSSHE National Conference is the UK's foremost opportunity for Student Services leaders to share expertise and good practice, develop strategy and skills, and build professional networks.

