**Statement of Service**

**Faith@ CampusLife**

**Vision**

Faith @CampusLife seeks to create an open and inclusive environment where all people (students, staff and community members) are welcomed, supported and enriched.

**Mission**

Faith @CampusLife is an open and inclusive service to students, staff and the wider community. Our mission is to offer a safe space for people irrespective of faith, culture, gender or sexual orientation, to explore faith in an open and inclusive environment; to foster co-operation and collaboration between faiths and to offer confidential and non-judgmental support, advice and guidance to anyone who seeks it; provide social events to build friendships and counter isolation.

**Our Values**

CampusLife operates to a defined set of Core Values and it is an expectation that our staff are able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles.

Our Values are:

We are Professional

We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality

We Work Together

We take pride in working in a proactive, collaborative environment of equality, trust, respect, co-operation and challenge to deliver services that strive to exceed the needs and expectations of customers.

We Care

We take responsibility for listening, understanding and responding flexibly to our students, colleagues, external partners and the public so that every contact they have with us is a personalised and positive experience.

**The Team**

**What we offer**

The Faith Service serves staff, students and the wider community

* A warm and friendly welcome to all who access our Faith services
* A listening ear to those who seek it
* Advice and guidance on matters of faith via our chaplains and faith representatives
* An opportunity to participate in regular social events
* A calendar of talks and discussion groups to explore the meaning of life through spirituality, beliefs and ethics, including inter-faith activities
* A safe space for staff and students in the Lighthouse (Fulton House) on Singleton Campus and The Haven on Bay Campus.
* Opportunities for regular prayer and worship
* Confidential pastoral support and guidance via informal chats with chaplains, bereavement support and Listening Service
* Signposting to local places of worship.
* Information about beliefs and customs of the major religions and world-views
* Informal support to faith and belief-based Swansea University Student Union societies
* Meeting spaces for a variety of groups
* Active involvement in issues of equality and social justice
* Supporting charities and emergency appeals
* Responding to critical incidents as part of a multi-disciplinary university team
* Representation of Faith on various internal and external groups and committees

**What you can expect**

* Informed, impartial, non-judgemental and confidential support and guidance.
* A CampusLife Reception open Mondays – Fridays between 9.00 - 5.00pm during student term time and vacation periods.
* Helpful and welcoming staff and associates who update their knowledge and skills through professional development, attendance at relevant training events and by membership/accreditation of relevant professional bodies.
* Information, advice and support provided through:
	+ - 1. A confidential Listening Service
			2. A dedicated Faith @CampusLife email address: **Faith.CampusLife@Swansea.ac.uk****.** We endeavour to respond to all email enquiries within three working days.
			3. An immediate, polite and professional response via Campus Life phone line.If we are not available by telephone during our advertised hours we endeavour to return your call within three working days if you leave a message.
			4. Social media accounts on Facebook, Twitter and Instagram to interact with our service and engage with the latest news, event information, and signposts to CampusLife and external resources (we do not provide specific advice and guidance through our social media channels):
* Facebook: <https://www.facebook.com/CampusLifeSU/>
* Twitter: <https://twitter.com/campuslifesu>
* Instagram: <https://www.instagram.com/campuslifesu/>
* Where the staff member may be absent, an out of office message will detail when they will return to the office and who to contact in their absence.
* Advise you during extremely busy times when we may not be able to meet all service standards.

**What we expect from you**

* It is our aim to foster independence, self-awareness and personal responsibility. In this context we expect students to take active responsibility and appropriate actions to manage the issues and concerns on which they seek our assistance.
* That you treat our staff with respect in line with University regulations and Student Charter.
* That you explain what your query is about and provide us with as much information as possible.
* That you are responsible in providing all necessary documentation in a timely fashion to enable us to respond to your enquiry.
* That you respond to any written, telephone or email request for information in a timely fashion.
* That you make us aware of any changes to your circumstances, including changes to your address and email contact details.
* That you attend appointments on time or inform us if you are going to be unavoidably late.
* That you engage with and act upon advice received.

**We do NOT**

* Impose views and beliefs on anyone.
* Exclude anyone from our activities and services
* Favour one group or faith over another.

**Feedback**

**We value feedback from students, colleagues and other stakeholders.** Good, bad or simply questioning, we value your opinions. Please help us to continuously improve our service by offering your comments and suggestions via email and responding to our requests for feedback via regular surveys and focus groups sessions.

The feedback is completely anonymous. We do not share the information you provide with any third parties and we protect it in accordance with the Data Protection Act.

Mandy Williams

Manager – Faith, Community and Equalities @CampusLife

Email: Amanda.C.Williams@Swansea.ac.uk

**Contact Us**

Faith @CampusLife / Cymuned @BywydCampws

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