

October 2018

This document provides an overview of what will be happening over the next few months as we get ready to launch the new Hallam Help Service in January.

What is going to happen?

Hallam Help will address the call from students for more online support, and help to manage demand for services, by focussing on enhanced self-service through the [student portal](#) with a single sign on. Whereas we currently operate 36 help desks across both campuses, the new service will see a consolidated number of desks, providing more consistent support to both staff and students in easily accessible locations. The new help desks will include:

- 11 Hallam Help Points ([map of new Help Point locations](#));
- four specialist help points in areas where there is a demand for specific support, including accommodation, admissions, wellbeing and careers;
- two Students Union hubs (one at each campus);
- two reception desks, staffed by Facilities Directorate, providing reception and staff support services in 1-11 and Bryan Nicholson Building.

The new Hallam Help Points have been designed as welcoming environments that will make it as easy as possible to provide an excellent service for both students and visitors to the University. In some areas, this will require significant construction work and the temporary closure of helpdesks, whilst in others, smaller scale changes will require only a partial closure. In tandem with the building works we are also putting together a package to support awareness raising across our existing help services.

The more significant works will take place between 29 October and 12 December with smaller scale rebranding works following between 12 December and the Christmas break.

How will this building work affect helpdesk and reception users?

The construction works involved in creating the new Hallam Help Points will require some temporary arrangements to keep services running. Our Estates team will work with contractors to minimise disturbance from construction noise, but there may also be some disruption to nearby working areas and events.

A document detailing the changes and temporary arrangements in each area is available [here](#). We have communicated directly with those staff whose day to day working may be affected by these works, however if you feel you may be affected and would like more information please email psom@shu.ac.uk.

Academic staff can use the above linked document to help with directing students to the appropriate location during the construction work. Signage will also be in place to help students and visitors find the nearest open helpdesk.

A reminder of why the service is changing

The Professional and Support Services Operating Model (PSOM) is aimed at ensuring that our services are of high value to our service users.

The design of the new Hallam Help Service was created through consultation with staff and students and guided by the five design principles of PSOM, as listed below.

1. Ambitious

We must be ambitious if we are to deliver the service excellence expected of the world's leading applied university.

2. User-centric

Solutions that support the academic mission of the university and meet the needs of tomorrow's students, staff and external partners.

3. One University, one model

Creating a consistent and logical experience for students, staff and external partners.

4. Proportionate and appropriate

Each function will be designed to deliver the quality and impact that is appropriate and proportionate to the service area.

5. Agility, performance and a trusting culture

We will create an agile and responsive culture through a combination of clear organisational design and an awareness of what capability we require and how to develop it. Solutions must enhance professional development and career paths and support a culture of trust and empowerment.

If you have any questions please contact the PSOM team via psom@shu.ac.uk.