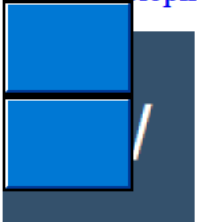




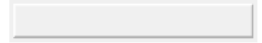
People Team

[Development Portal](#) [Staff Handbook](#) [Intranet Home](#)



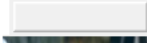
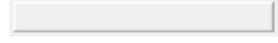
[Staff Wellbeing and Support](#)

[Home](#) [Documents](#) [Pages](#) [Colleague Support Service](#) [Site contents](#)



[Staff Wellbeing and Support](#)

[Home](#) [Documents](#) [Pages](#) [Colleague Support Service](#) [Site contents](#)

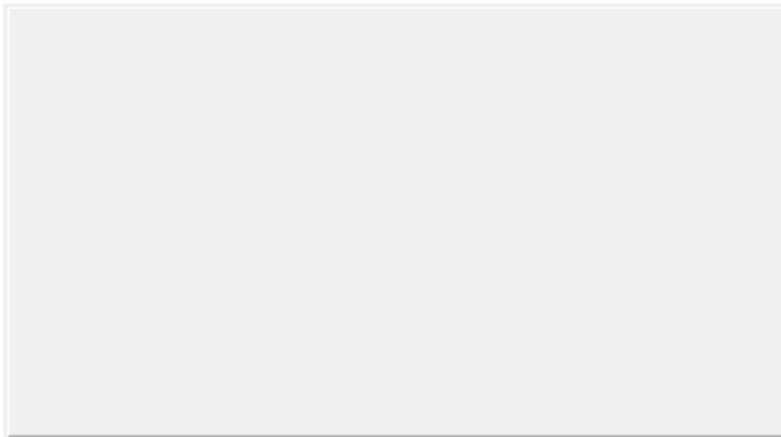


Colleague Support Service

Colleague Support Service provided through the Advice and Resolution Centre (ARC)

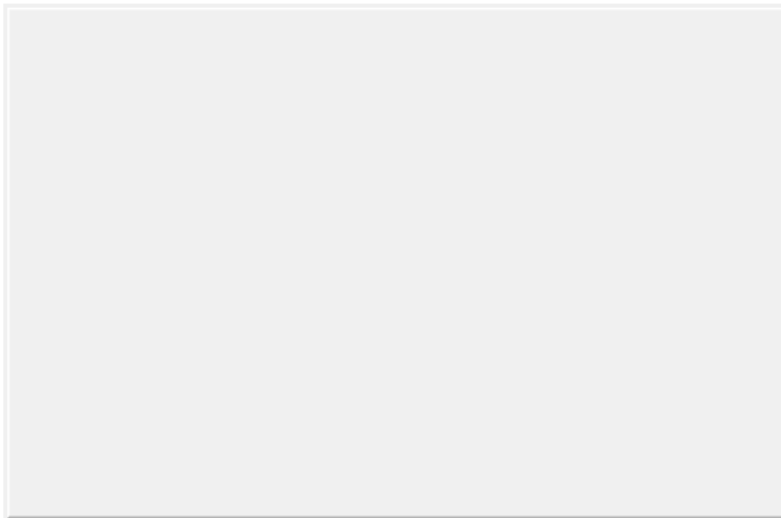
We want everyone to experience a positive working environment throughout their career at UCLan, feel a sense of belonging and empowered to resolve issues with confidence. We know sometimes this doesn't feel possible, and extra help may be needed.

The aim of the Colleague Support Service is to help individuals take a solution focussed approach to resolving workplace concerns, problems or issues to enable a positive working environment for all colleagues.

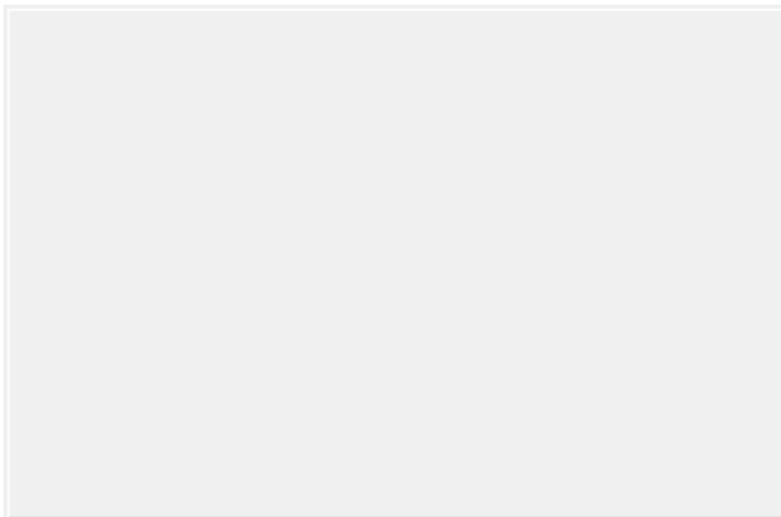


UCLan Values: Achieving Together, Being Proud,
Creating Opportunity and Supporting All

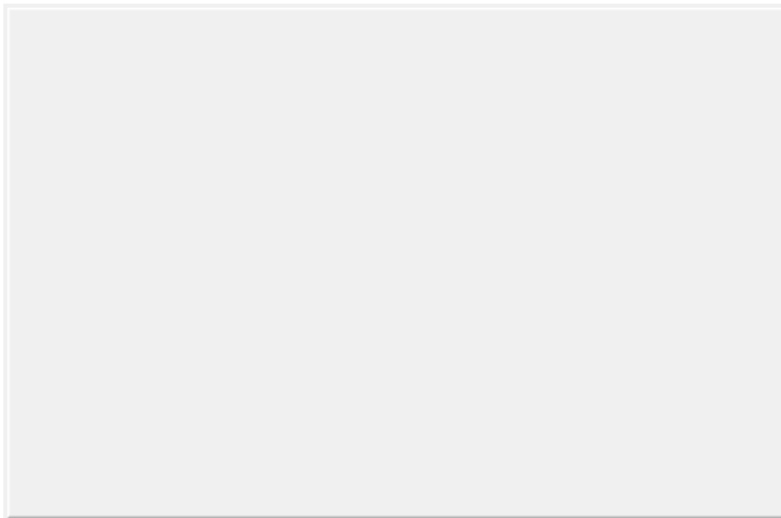
What the Colleague Support Service do:



The Colleague Support Service will act as a point of contact and support for anyone wishing to raise an issue about how they are experiencing work. They will provide a 'Supporter' to meet with colleagues who will listen and signpost to existing tools, policies and internal and external support. The service will aim to signpost to support services and how to use them, encouraging colleagues to always try to resolve issues informally in the first instance.



The Colleague Support Service will work alongside, but separate from, the People Team, Trade Unions and Report and Support. Colleagues can receive signposting to existing resources, guidance and sources of help. The Colleague Support Service will not accompany or represent colleagues but will provide background support to help colleagues understand options for resolving their issues.



‘Supporters’ are skilled communicators, with knowledge of UCLan employment policies and practices, support services within and outside of the University, safeguarding and other practices embedded at UCLan. ‘Supporters’ will not advise, but will listen, explore options with the colleague, present factual information, share policies and resources with the aim of improving working life for the individual.

Contact Details for the Colleague Support Service

Email the Colleague Support Service

The service is available to all colleagues by [email](#) or call using [REDACTED].



Meet our Colleague Support Service Team

When accessing the service you will be allocated one of our Supporters to meet with. The team is comprised of the following colleagues:

- [REDACTED] - With over a decade of extensive experience encompassing administrative, professional, and academic roles, Dr
- [REDACTED] - [REDACTED] is a Lecturer in Law in the School of Justice, having been appointed in September 2022. Prior to this role

██████████ has acquired invaluable insights into diverse cultural and legal frameworks. Dr ██████████ is well-versed in resolving conflicts, and takes pleasure in promoting employee well-being and fostering a positive work environment. She holds a doctorate in Alternative dispute resolution and is the Centre for Mediation Lead, further enhancing her expertise in understanding workplace dynamics. Whether it's addressing individual challenges or facilitating dispute resolution, Dr ██████████ is unwaveringly committed to aiding colleagues in overcoming their individual challenges.

- ██████████ - ██████████ works as an intern at Colleague Support Services. She is pursuing her Master's degree in International Business Law from the University of Central Lancashire and studying towards a Corporate Governance Professional License from the Chartered Governance Institute UK. As a qualified law professional and accredited mediator, ██████████ brings a unique perspective to our colleague support services. Her ability to understand complex legal frameworks and facilitate productive communication will be invaluable in fostering positive work relationships, comprehensive support and guidance to colleagues.
- ██████████ - ██████████ joined UCLan as a Lecturer in Law in January 2023. With almost a decade

██████████ was a qualified Student Coach at UCLan where she provided holistic support to students, empowering them with the right tools and guidance to help them achieve their goals. As part of this role, signposting and liaising with appropriate administrative and central support services was key to ensure the individual got the help they needed.

██████████ is also an accredited Mediator and prides herself in her ability to listen without judgement and empathise with people.

- ██████████ - ██████████ is a Lecturer, Solicitor and Employability lead in the School of Justice and is also a qualified Mediator. ██████████ joined UCLan in 2022, having worked as a Solicitor for over 20 years in a leading global law firm. ██████████ previously managed and trained teams of lawyers and support staff, working in commercial and civil areas - often in contentious litigation. ██████████ is solution and client focussed and wishes to use her personal and professional skills to support UCLan colleagues to enable them to feel heard and seen.
- ██████████ - ██████████'s extensive professional background encompasses a wide range of experiences, which positions her as an invaluable asset in the role of Colleague Support Admin Personnel. Her wealth of experience brings a diverse set of skills and insights to her work, enabling her to provide

of experience in the academic sector, he has taken on both teaching and program leader roles, showcasing his expertise. Prior to joining academia, ██████ spent three years as a negotiator for a firm of solicitors in the defendant sector, specialising in legal spend management. Part of his role was to resolve matters commercially and on the best possible terms, and if this was not possible, then he was instructed to litigate. ██████ is also a qualified mediator. He enjoys working with people and resolving conflicts. He hopes he can contribute to the support and wellbeing of staff by being an active member of the Colleague Support Service.

comprehensive support to colleagues. One of ██████'s key strengths lies in her exceptional communication skills. She possesses the ability to convey information effectively and tailor her communication style to meet the specific needs of colleagues. Whether it involves active listening, providing clear instructions, or offering empathetic guidance, ██████ ensures that colleagues feel heard, understood, and supported. ██████ also excels in interpersonal relations. She has a natural ability to build positive and meaningful relationships with colleagues, fostering an environment of trust and collaboration. This enables her to establish rapport quickly and effectively, facilitating open dialogue and creating a safe space for colleagues to share their concerns and seek guidance.

██████'s experience in Mediation and the Advice and Resolution Centre adds a valuable dimension to her understanding of colleagues' challenges. Through her work in mediation, and the Advice and Resolution Centre ██████ has a unique perspective on the various challenges that colleagues encounter in their professional lives.

Please contact the Colleague Support Service Team through the email linked below:

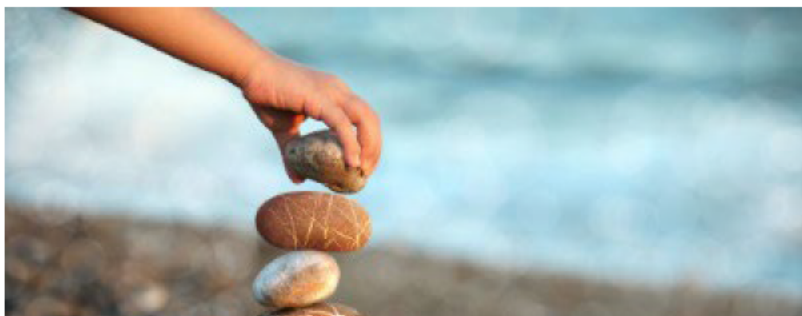


Confidentiality and the Colleague Support Service

The service will maintain confidentiality within the usual boundaries; only if the law has been broken or someone is at risk of harm would information be shared outside this service, and you would be told this in advance. The service will operate across the whole university and provide

statistics to People Team outlining themes being brought to the service and anonymised protected characteristics of people accessing the service.

UCLan Internal and External Support Pages

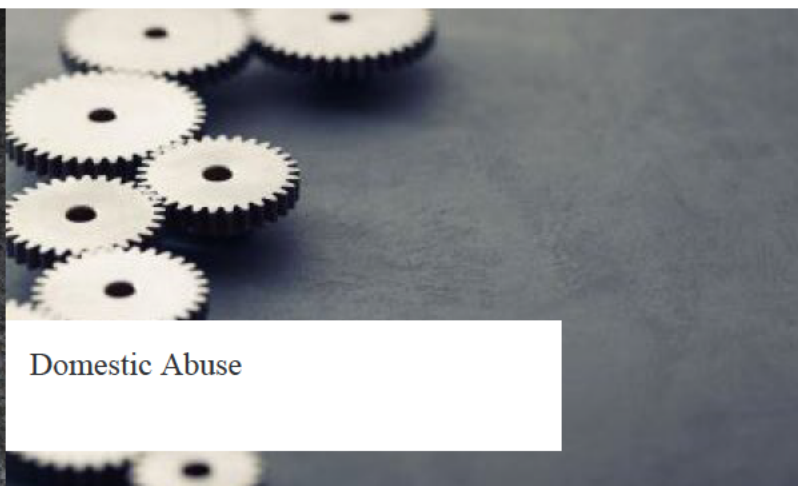


Staff Wellbeing and Support

Staff Counselling and Psychotherapy



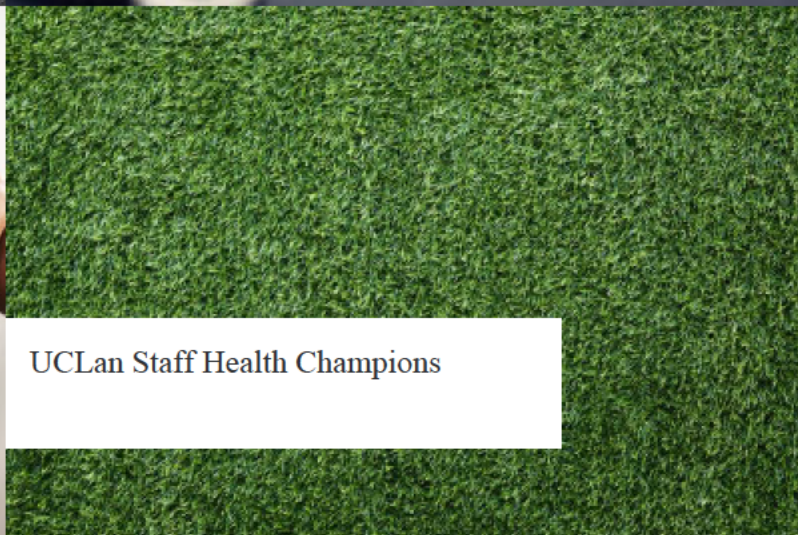
Mental Health First Aiders



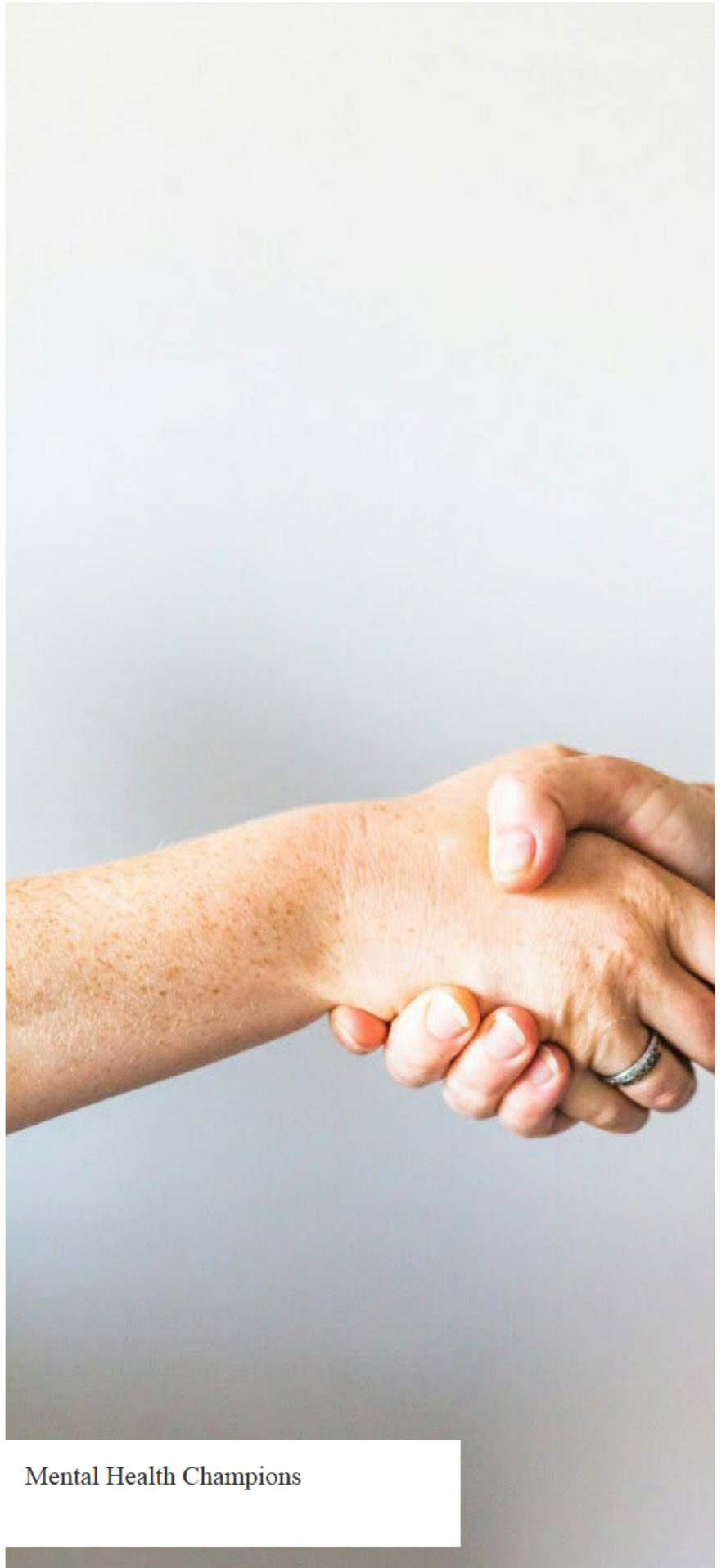
Domestic Abuse



Maximus - The Access to Work
Mental Health Support Service

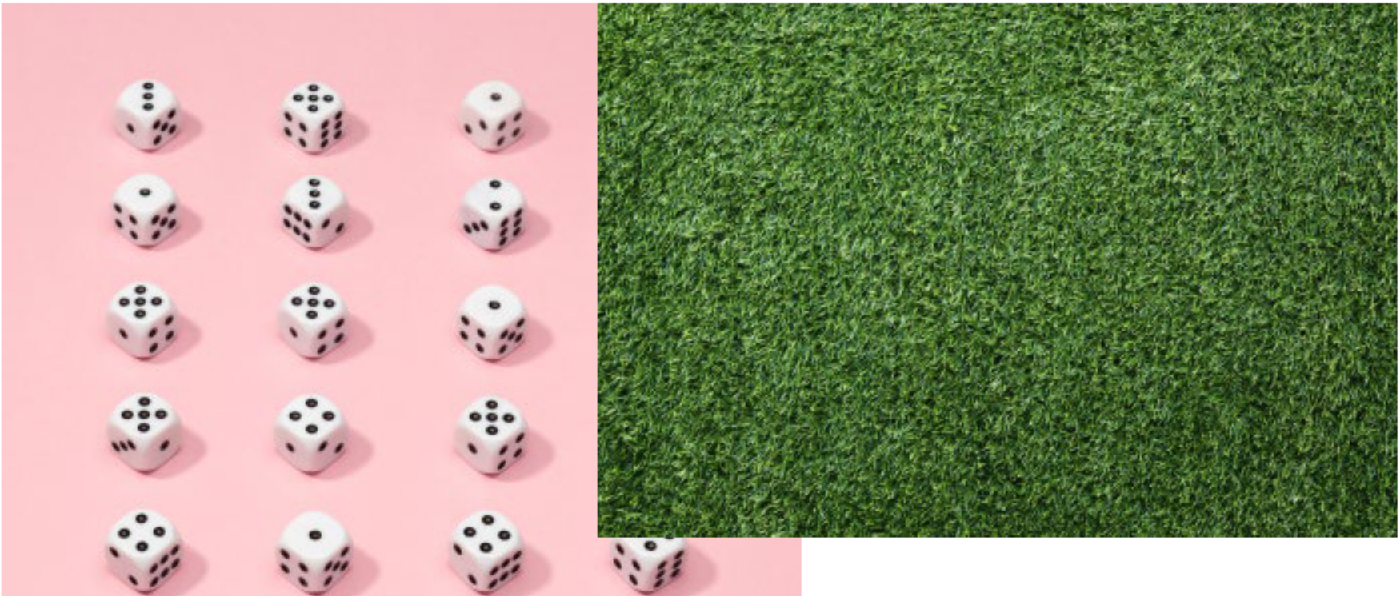


UCLan Staff Health Champions

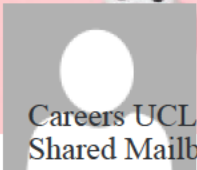










Harmful Gambling

Mental Health Champions



Useful UCLan Services Contact Details

-  Careers UCLan Shared Mailbox
-  EDI team Shared Mailbox
-  People Team Shared Mailbox
-  People Development Team Shared Mailbox
-  Payroll Services Shared Mailbox
-  Payroll Expenses Shared Mailbox
-  Pension Services Shared Mailbox
-  SHESection Shared Mailbox
-  Staff Counselling Shared Mailbox

Comments

