

namss

**National Association for
Managers of Student Services**

Strategic Plan

2024-2029

Foreward //

Following my election as Chair of the Association in March 2023, the Executive Board have reviewed the strategic objectives of the organisation and considered what is next for NAMSS. The board focused on consolidating the current work of NAMSS, recognising the continued areas for strength for the organisation and exploring new areas of work that would benefit the membership.

We are delighted to bring you the strategic plan for the next 5 years that we hope will continue to facilitate support services working together, developing best practice and lead us into new areas of work that benefit our colleges, our communities and our students for a brighter future.

Lisa Humphries
Chair of NAMSS

Our Intent //

To be recognised as an **influential** organisation and **leading** provider of high-quality **support** and **professional development** for student services teams within the post-16 education and training sector.

Our Values //

Inclusive

// We will nurture a diverse and representative network of support which is responsive to the needs of our members, students and the sector

Collaborative

// We will seek to work with people who share our values and work together for the collective; driving improvement and innovation

Integrity

// We will strive to do the right thing with passion, for our members, for students and for the sector. We will draw upon skills, knowledge and expertise across the sector, to deliver high-quality and valued professional support services

Strategic Objectives //

Influence and Partnerships //

	Strategic Objectives	Our Ambition
1	Inform national agenda (policy and guidance), which shapes and impacts support services in the post-16 education and training sector. - Governments - Inspectorates - Principals and Senior Leaders - Organisations / Professional Bodies - Commercial Service Providers	NAMSS to be positioned nationally: ▪ As the authority on support services and the "Go to" organisation to have a clear understanding of what is happening in the sector ▪ To be the first point of call for any research within the support functions of FE ▪ Responsive to relevant consultations on behalf of members of the Association
2	Actively seek and explore relevant partnerships, aligned to our values and intent, for the benefit of our membership	Opportunities are analysed against values and intent, drawing out benefits and risks (due diligence) taking into account available resources including staffing To set realistic project timelines and take strategic accountability

People //

	Strategic Objectives	Our Ambition
3	Responsive and agile to current issues, trends and emerging themes which affect our members and student support services	To create a breadth of opportunities for our members to connect, seek support and advice
4	Deliver a value for money, inclusive and comprehensive offer, which enables people to share insight and practice and to develop their skills, knowledge and capabilities	Ensure that the Association has an exceptional programme of on-going professional development and support for our members
5	To provide multiple touchpoints across multi-channels, enabling members to connect and share	To facilitate sharing and celebrating of practice through networking and connecting with others

Growth //

	Strategic Objectives	Our Ambition
6	Appraise and develop full cost recovery development programmes	Shape the current and future workforce of student services, through the development and delivery of programmes for student services managers, aspiring leaders, practitioners and students
7	Explore and progress strategic alliance and acquisition opportunities	Identify and consider possible opportunities to collaborate with other established sectoral networks, which could provide greater future sustainability and agility (resource and value for money) and support us becoming a sector lead.
8	Membership Growth Routes Scope and appraise broader membership routes to develop support networks within the Association, to include: • Independent Training Providers (ITPs) • Individual membership • Sixth Forms • Employer Providers • Adult Education Providers • British Council • Private Education Sector with Sixth Form • Offender Learning • FE In HE • Corporate / associate membership	Analyse growth routes and agree viable options Develop and agree a proposition for ITPs (and others), with a plan for rollout (the offer, the approach (e.g. JISCmail), policy influence and priorities