



University of
East Anglia
Norwich

HEAD OF WELLBEING (TALKING THERAPIES)

**Student Journey and Support
Services**

Student and Academic Services

ALC1627

CANDIDATE BROCHURE



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WHAT MAKES UEA SO SPECIAL?

The University of East Anglia is a publicly funded major UK research and teaching university. It was built to embody a radical new vision for higher education, where interdisciplinarity is crucial and excellence in both research and teaching is valued. UEA consistently ranks within the top quarter of universities in the UK for the quality of research and teaching.

As a major regional employer and cultural centre, we take our regional civic responsibilities very seriously and have kept our sights on the people and place we call home. In fact, we launched our University Civic Charter in October 2023; created from in-depth community engagement, renewing our commitment to the region as part of our 60th anniversary.

There are many things which make UEA special, not least of which is the community of staff and students that work and study here. UEA includes three Nobel prize winners, including Sir Paul Nurse and Sir Michael Houghton, and many fellows of the Royal Society and British Academy amongst our alumni and current staff.

Our campus is home to Sir Denys Lasdun's iconic brutalist architecture set in hundreds of acres of beautiful country park that includes a large broad (lake). In the spirit of Lasdun's ambition to inspire an anatomy of ideas, today, UEA is tackling some of the key challenges of the changing world. UEA's research combines disciplines

and breaks new boundaries across its priority research themes of climate, creative and health.

UEA is the place where global warming was first documented. Since the 1970s, UEA's Climatic Research Unit, and more recently Tyndall Centre for Climate Change (Headquarters hosted at UEA), have played a pivotal role in developing temperature records and climate models, contributing to the understanding of climate change, and informing global policy. Many UEA scientists have played significant roles in the Intergovernmental Panel for Climate Change (IPCC), which was jointly awarded the 2007 Nobel Peace Prize for its efforts to increase public knowledge of anthropogenic climate change. Environmental Science and Global Studies at UEA continue to be a major powerhouse for research and teaching.

UEA is widely regarded as a pioneer in creative writing, having established the UK's first Creative Writing Masters programme in 1970. This renowned programme has since attracted and produced numerous successful writers, including Booker Prize winners such as Ian McEwan and Anne Enright, and Nobel Prize Winner Sir Kazuo Ishiguro. In recent years, UEA academics have played a pivotal role in the discovery and presentation of the Gloucester Royal shipwreck (Norfolk's Mary Rose). Our iconic Sainsbury Centre for Visual Arts is a major museum and arts research facility.



Health research at UEA not only embraces the Faculty of Medicine and Health but draws in research from both social and natural sciences. Research under this theme has made major contributions in the fields of healthy ageing, epidemiology and involving citizens (via our innovative Citizens' Academy) in improving health care outcomes. This theme benefits from close association with the other major research institutes on the Norwich Research Park; notably the Norfolk and Norwich University Hospital and the Quadram Institute. The Norwich Cancer Research Network, and Norfolk Institute for Healthy Ageing, are examples of key mechanisms for delivery of real impact from health research at UEA.

UEA has been a major success over the last 60 years and looks forward with confidence to the next 60 years.

For an informal discussion about the post please contact Claire Pratt, Deputy Director, Student and Academic Services - Student Journey and Support Services via c.pratt1@uea.ac.uk.

UEA is part of the Norwich Research Park

Norwich Research Park (NRP) membership locates UEA in one of the largest concentrations of research institutes in the whole of Europe – four independent internationally-renowned research institutes: John Innes Centre, Quadram Institute, Earlham Institute and The Sainsbury Laboratory; with the University of East Anglia and Norfolk and Norwich University Hospitals NHS Foundation Trust, supported and funded by The John Innes Foundation, The Gatsby Foundation, and UKRI Biotechnology and Biological Sciences Research Council.

The NRP provides an ideal environment for collaborative use of infrastructure and facilities, with a single portal for academics and businesses to access the specialist facilities across the Park.

The Enterprise Centre is a regional business, knowledge and innovation hub, with workspace provision and supports over 80 businesses working alongside UEA staff and students in a dynamic and vibrant entrepreneurial community. On the wider NRP, there are dedicated laboratory and office spaces in the Innovation Centre and Centrum hosting over 600 staff within a total of 115 businesses and spinouts.



THE ROLE

The Head of Wellbeing (Talking Therapies) will provide strategic and operational leadership for the Talking Therapies team, ensuring high-quality therapeutic support for students. In addition to managing the delivery of interventions, the post holder will play a key role in shaping and leading service-wide initiatives within Student Journey & Support Services (SJS) to enhance the student experience.

You will actively contribute to University-wide projects and strategic priorities, embedding wellbeing principles across institutional policies, practices, and culture. The role requires collaboration with academic and professional services to champion mental health and wellbeing initiatives at scale.

You will also provide flexible leadership support across the wider wellbeing service, including covering other areas during periods of absence or high demand, ensuring continuity and resilience within the service.

The team

The Talking Therapies team is a core part of Student Journey and Support Services within Student and Academic Services, comprising counsellors, CBT therapists, and low-intensity practitioners (PWPs). The team delivers therapeutic support using the One-at-a-Time (OAAT) model through both individual and group interventions.

They work collaboratively with wellbeing advisers, student services advisers, and other colleagues to help students manage wellbeing issues that may affect their University experience.

KEY RESPONSIBILITIES

LEADERSHIP

- Provide strategic and operational leadership as a senior member of Student Journey and Support Services.
- Deputise for the Deputy Director SAS (SJS) when necessary.
- Contribute to the leadership and strategic development of the wider service, leading service-wide initiatives and providing management oversight or cover for other areas when required.
- Offer advice and analysis to SAS Senior Management and Academic Leadership.
- Support the development and implementation of policies and procedures within the service and across the University.
- Build and maintain networks with other Universities and Professional Bodies.

MANAGEMENT

- Lead a positive culture of continuous improvement emphasising agility, flexibility and a focus on students and staff, ensuring appraisals, setting of objectives and staff development are carried out in a timely fashion.
- Line management, supervision, and clinical guidance for the Talking Therapies team.
- Ensure services meet the high standards following University and regulatory guidelines.
- Manage budgets associated with service delivery

THE ROLE (CONTINUED)

and ensure resources are used effectively.

- Optimise resource use for maximum efficiency and effectiveness.

SERVICE DELIVERY AND QUALITY

- Oversee the coordination and delivery of therapeutic support for students, ensuring high-quality one-to-one and group interventions.
- Champion and sustain the One-at-a-Time (OAAT) model as a core approach within the service, ensuring consistent and effective delivery.
- Monitor and evaluate service performance, setting and reviewing KPIs aligned with evidence-based practice and sector standards.
- Collect, analyse, and report service data for committees and strategic planning, contributing to continuous improvement.
- Ensure accurate and timely digital records and case notes are maintained in compliance with professional standards and GDPR.

STUDENT SUPPORT

- Ensure the Talking Therapies team delivers timely and effective therapeutic support that enables students to engage fully with their studies, placements, and wider University opportunities.
- Ensure services are flexible, inclusive, and responsive to the diverse needs of students, recognising the unique University context. Make therapeutic pathways clear and accessible, even when students may not actively seek therapy but triage identifies it as the most appropriate intervention.
- Provide leadership and guidance to the team in managing complex and high risk cases and responding promptly to students experiencing wellbeing challenges.
- Oversee and contribute to the development of crisis plans for students

in acute situations, ensuring coordinated responses across the service.

- Lead the coordination of support and response plans in the event of a critical incident, ensuring a swift, collaborative, and effective approach across relevant services and departments.
- Deliver one-to-one and group interventions using the OAAT model when required, modelling best practice for the team.
- Maintain service standards by monitoring activity levels, reducing waiting times, and ensuring equitable access to support.
- Ensure accurate and timely case records are maintained in compliance with professional standards and GDPR.
- Work collaboratively with academic departments, University services, and external partners to review and enhance the effectiveness of support provided.

COLLABORATION AND ENGAGEMENT

- Act as a liaison with academic departments and University services to address wellbeing and therapeutic support needs in the student community.
- Build and maintain strong working relationships with internal and external partners, including the NHS and other agencies, to facilitate effective referrals and partnership working.
- Promote positive mental wellbeing across the University community through proactive initiatives and engagement.
- Contribute to staff development activities related to student mental health and wellbeing.
- Represent the University at external stakeholder groups and events.

THE ROLE (CONTINUED)

PROFESSIONAL STANDARDS

- Maintain up-to-date knowledge of legislation, policy, and best practice relevant to Talking Therapies, student wellbeing and mental health.
- Engage in continuous professional development, including regular supervision and maintaining professional accreditation.
- Uphold high ethical and professional standards in line with relevant professional and sector frameworks and legal requirements.
- Operate in accordance with GDPR and University confidentiality policies.
- Work from an inclusive values base that promotes recovery and respects diversity.

UNIVERSITY AND OTHER DUTIES

- Undertake planned evening and weekend work as required, including occasional on-call availability to respond promptly should an incident arise.
- There will be a requirement for all members of the team to be flexible in undertaking additional or alternative duties commensurate with the grade.
- Contribute to the continuous development and implementation of Student and Academic Services.
- Support and promote the University's Values in all aspects of work.
- Abide by all University Regulations and Policies relevant to the role.
- The post holder is bound at all times to observe the strict rules of confidentiality applicable to work in Student and Academic Services.

Note: This is not an exhaustive list of duties but a guide to the main priorities and typical areas of activity. Duties may be amended over time as priorities evolve, following discussion with the post holder.

THE PERSON

EDUCATION, EXPERIENCE AND ACHIEVEMENTS

- Recent experience of working in a similar setting (E)
- Relevant clinical or counselling qualification, such as counsellor, therapist, clinical or counselling psychologist and commensurate experience (E)
- Training or experience in working with the single session/one at a time therapeutic approach (E)
- Accredited with a relevant professional body, or able to demonstrate eligibility for such accreditation (E)
- Experience of assessing and working psychotherapeutically with a broad range of presenting issues (E)
- Experience of managing risk and developing crisis response plans (E)
- Experience of leading service development or strategic initiatives (E)
- Proven experience of contributing to the development and success of a team delivering a proactive service within a department or a front-facing environment (E)
- Proven experience of independent

proactive, effective working (E)

- Experience of leading change projects (E)
- Experience of successful working across different departments or service areas including leading a project with multiple stakeholders (E)
- Training, qualification or experience in delivering therapeutic supervision (D)
- Experience of working with adults in higher or further education (D)
- Experience of line managing a team of individuals (D)
- Experience of delivering workshop/group interventions (D)

SKILLS AND KNOWLEDGE

- Knowledge of mental health issues and their impact on adults in higher education (E)
- Ability to build effective relationships across departments and with external agencies (E)
- Ability to lead coordination of support and response plans during critical incidents (E)
- Understanding of inclusive, student-centred approaches to wellbeing services (E)

- Strong communication skills, both oral and written (E)
- Excellent numerical and analytical skills (E)
- Ability to present complex information clearly and with confidence to a wide range of stakeholders and levels within an organisation (E)
- Ability to assess risk and make decisions independently (E)
- Excellent interpersonal skills – with the ability to work sensitively with different people's needs, to engender cooperation and to work collaboratively (E)
- Leadership skills (E)
- Up-to-date knowledge of equality legislation and inclusive practice in higher education (D)
- Knowledge of sector trends and best practice in student wellbeing and mental health (D)
- Staff management with a successful track record in recruitment (D)

Essential Requirements (E) are those, without which, a candidate would not be able to do the job.

Desirable Requirements (D) are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

THE PERSON (CONTINUED)

PERSONAL ATTRIBUTES

- Commitment to ethical, confidential, and professional standards (E)
- Ability to listen with empathy and respond sensitively to diverse needs (E)
- Commitment to continuous professional development and willingness to learn new skills (E)
- Eager to embrace change and adopt innovative working methods (E)
- Demonstrate UEA's Values and behaviours in day-to-day work and support a team culture that reflects them (E)
- Ability to work effectively with colleagues and students from diverse backgrounds and to contribute to an inclusive working and learning environment (D)

are barred from engaging in regulated activity relevant to children or vulnerable adults (E)

- Due to peaks of activity, the post holder may be restricted from taking annual leave at certain times of the year (E)
- A flexible approach to work, with a willingness to undertake additional hours at times of peak activity. This may include weekend working, for example registration weekend in September (E)

Essential Requirements (E) are those, without which, a candidate would not be able to do the job.

Desirable Requirements (D) are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

SPECIAL CIRCUMSTANCES

- This post is exempt from the Rehabilitation of Offenders Act 1974. Appointment will be subject to a criminal record check at Enhanced level from the Disclosure and Barring Service, including a check of the Child and Adult Barred Lists. It is an offence to apply for this role if you

FURTHER INFORMATION

The post is available on an indefinite full-time basis.

Salary will be £48,822 to £56,535 per annum on Grade 8 on the single salary spine.

Relocation expenses are reimbursable under certain conditions.

Place of Work - The University is strongly committed to providing an excellent student experience and research environment, and it is expected that all staff will be available on campus to carry out their duties during their working week in support of these goals. We have a hybrid-working policy which supports a mix of at home and on campus 'hybrid' working for many roles. For the majority of hybrid roles, the expectation is a minimum of 60% of working time will be spent physically present in the workplace.

The flexibility of the hybrid-working policy allows the possibility of some remote working, but it is the expectation that all appointments will be UK based, with any overseas working agreed in advance by exception only.

If successful you will be asked to show evidence of right to work in the UK prior to any formal offer being made. Non-British and non-Irish nationals entering the UK to undertake employment or who are currently in the UK will have to meet eligibility criteria under the points-based immigration system. The University may be able to provide sponsorship under the Skilled Worker route if relevant criteria are met. Please note, due to the complexities of the immigration system, Skilled Worker visa sponsorship is not guaranteed for every role. If you would like further information about whether this role is eligible for visa sponsorship, please contact staff.visacompliance@uea.ac.uk

The post is superannuable under the Universities Superannuation Scheme and there is an annual holiday entitlement of 30 days plus statutory (8 days) and customary (6 days) holidays. The University is committed to creating an environment where the health, welfare and safety of all students and staff is of paramount importance. The University's Safeguarding Policy addresses both child protection and safeguarding children, young people and vulnerable

adults within the work of the University. Appointment will be subject to satisfactory pre-employment checks, which may include an Occupational Health assessment [and a criminal record check at Enhanced level from the Disclosure and Barring Service (which you will be required to pay for). For roles based within an Educational setting, Enhanced checks will be carried out every 3 years at the cost of the University. It is an offence to apply for the role if you are barred from engaging in regulated activity relevant to children or vulnerable adults.

Information on the benefits of working at UEA can be found at <https://www.uea.ac.uk/about/working-at-uea>.

If you require the information contained within this candidate brochure in a different format please email staff.recruitment@uea.ac.uk

HOW TO APPLY

To apply for this vacancy, please follow the online instructions at: <https://vacancies.uea.ac.uk/>

The closing date for this role is 11:59pm on **Sunday 15 February 2026**.

Please note that the application form contains an Equal Opportunities section which must be completed. The Equal Opportunities information will not be made available to the selection panel and will not form any part of either the short-listing or decision making process.

It is anticipated that presentations and interviews will take place on **Wednesday 4 March 2026** and we will inform you of the outcome of your application prior to this date.

Reasonable travel and incidental expenses incurred in attending the interview will be reimbursed (please ensure that you keep all receipts). Please note that if you are offered a post and decline the offer, travel and incidental expenses will not be reimbursed.

ABOUT STUDENT AND ACADEMIC SERVICES (SAS)

From the first point of registration to graduation and beyond, SAS provides a full range of support for students, the UEA community, research community and partner organisations.

SAS are responsible for delivering student-centred services, building community at UEA and driving an excellent & holistic student experience across the whole student lifecycle.

SAS also oversees the academic regulations and quality management at the University to ensure a consistent and equitable learning experience and research environment is provided to UEA students by maintaining and enhancing standards.

The division is comprised of several core elements:

- Student Wellbeing and Support Services
- Student community activity and residential life support
- Listening to the voice of the students and closing the feedback loop across the University
- Academic Registry Services inc. Academic Quality and Assurance
- Careers Services, Partnerships, Apprenticeships and Placements
- UEA's Postgraduate Research Service
- Strategy and evaluation of UEA's whole institutional approach to widening access and participation

SAS works in partnership with the Chief Operating Officer and the Pro-Vice Chancellor (Student Experience and Education), so that the University maintains and improves its competitive position in delivering an excellent student experience, graduate experience, and outcomes.





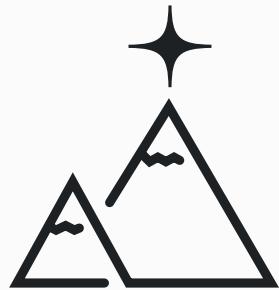
OUR VALUES

Shaped by staff, our UEA values represent a core set of standards for how we behave as an employer, drive excellence in teaching, learning and research, and collaborate as an anchor institution in our local community.

From tackling global challenges, striving for student and staff success, and creating a vibrant inclusive environment, our values are what unite us.

- ★ AMBITION
- ★ COLLABORATION
- ★ EMPOWERMENT
- ★ RESPECT

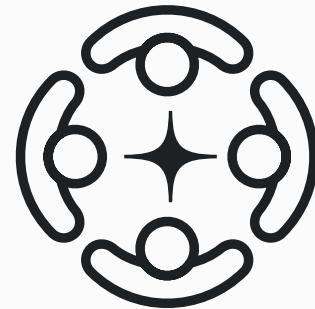
OUR VALUES (CONTINUED)



AMBITION

We are ambitious for our future success.

We are forward-thinking and brave in our approach and decisions. We make space for innovation and creativity, seizing opportunities that are responsible and sustainable. We are ambitious for the advancement of education and research.



COLLABORATION

We are collaborative in our approach.

We work together with shared purpose. We build connections, share ideas and develop new networks. We champion our regional, national and global relationships and demonstrate that together we can achieve greater goals and positively influence the world around us.



EMPOWERMENT

We empower ourselves and each other.

We develop ourselves and others, trusting people to make decisions based on their expertise and knowledge. We continually improve systems and processes to support us in working in an agile and efficient way.



RESPECT

We respect each other.

We treat everyone with respect and dignity. We value diversity and foster a community where people can express different thoughts and views. We are open to challenge, so we can learn and improve. We encourage a positive, inclusive environment where everyone has opportunities to fulfil their potential.

ACCOLADES

- Queen's Anniversary Prizes for Higher and Further Education have been awarded to UEA for international development studies (2009), creative writing (2011) and environmental sciences (2017). Notable alumni include Sir Paul Nurse (1973, Nobel Prize for Medicine 2001), Sir Kazuo Ishiguro (1980, Nobel Prize for Literature 2017), Sir Michael Houghton (1972, Nobel Prize for Medicine 2020) and Sarah Gilbert (1983) who led the Oxford University team to develop a COVID-19 vaccine, approved in 2020.
- Our Doctoral College, established in 2018, hosts six Doctoral Training Partnerships and integrates Faculty and School provision for 1600 Postgraduate Research Students (including those from across the Norwich Research Park), enabling collaboration and innovation.
- We recognise our global impact and were one of the first universities to declare a climate and biodiversity emergency in June 2019. Our sustainable campus, including over 50 acres of environmentally valuable parkland, is constantly evolving with ambitions to be 100% net zero by 2045 or sooner.
- UEA is a University of Sanctuary, an accreditation given to universities that show an ongoing commitment to creating a welcoming culture of inclusivity and awareness.
- UEA was awarded the Silver Athena SWAN Award in 2019, and all our Schools hold awards at Bronze or Silver.

A vibrant place to study, learn and work, UEA is a very special place.



A SUSTAINABLE UNIVERSITY

At UEA, we are now working to create a university that will be even better in the future, and we are working to achieve net zero carbon by 2045 (or earlier). Our Sustainable Ways vision is one of a resilient university – where consumption is efficient and self-generated energy supports low carbon goals, supported by a vibrant community of world-leading researchers and inspired graduates.

At a basic level, our sustainable development means that we try to balance the 'three pillars' of environmental, economic and social elements.

We challenge our environmental impact through on-site energy generation and a district heating and cooling network, reducing our reliance on grid electricity and therefore fossil fuels. We promote and use recycled and 'eco' products such as biological cleaning materials. We champion local suppliers and ethical causes, including Fairtrade and vegan products. We seek to ensure value for money in a holistic, whole-life costing sense in our new buildings and procurement contracts.

OUR INITIATIVES

Central campaigns, such as holiday shut-downs or awareness day events, support a whole-University approach to energy saving and other initiatives.

Follow us on X [@SustainableUEA](https://twitter.com/SustainableUEA)



OUR CAMPUS

UEA is based on a campus that provides top quality academic, social and cultural facilities to over 17,000 students.

Although located in 320 acres of rolling parkland, virtually no part of the campus is more than a few minutes' walk from anywhere else, so everything is close at hand – the library, nursery, health centre, supermarket (incorporating a post office) and restaurants. Amongst the striking buildings is the UEA's Sainsbury Centre for Visual Arts, which contains the Robert and Lisa Sainsbury Collection – one of the greatest art collections formed in Europe during the 20th Century.

The University has invested in new learning and teaching and research spaces, including a celebrated new Enterprise Centre that underpins its commitment to promoting student enterprise and entrepreneurship.

Sport and Recreation plays a major part in the life of the University of East Anglia, centred around the major Sportspark facility which is one of the most successful community sport facilities in the UK. This accessible and affordable facility provides a diverse range of activities, and incorporates a 50m Olympic size swimming pool, indoor climbing wall, coaching resource centre and sports injury clinic.



NORWICH

A CITY OF STORIES

The city's motto is 'A fine city' and its strong cultural heritage has seen Norwich maintain the best of its historical character whilst developing to become one of the most vibrant and attractive cities in Europe. Norwich offers miles of riverside walks and cycle ways, and a unique collection of 1930s parks. The city is surrounded by beautiful countryside and within easy reach of the stunning Norfolk coast.

Norwich is a UNESCO World city of Literature, the first in the UK, as well as being one of the newly named Tech Cities recognising the growth of digital businesses in the region. The most prominent high-rise building, apart from the castle, is the magnificent 11th century cathedral, which still dominates the skyline. The city's medieval centre of cobbled streets remains largely intact, but there is still space for modern buildings such as the city's centrepiece, the Forum, which is a striking piece of contemporary architecture. The glass front overlooks the colourful open-air market (one of the largest in the country) and reflects the city in all its diversity.

The city is consistently rated as one of the top ten shopping venues in the UK. Norfolk and Suffolk attract thousands of visitors each summer. The famous Norfolk Broads are among the most important wetlands in Europe and a haven for rare plants, wildlife and insects. The Broads attract holidaymakers who come to navigate the intricate natural network of waterways formed by the Rivers Bure, Yare and Waveney and their tributaries.

For further information about UEA's excellent facilities, staff benefits, picturesque campus and the UEA working environment, please visit the 'Careers at UEA' microsite <https://www.uea.ac.uk/about/working-at-uea>. Additional information about living and working in the city of Norwich can be found at <https://www.workinnorwich.co.uk/>



If there is another city in the United Kingdom with a school of painters named after it, a matchless modern art gallery, a university with a reputation for literary excellence which can boast Booker Prize-winning alumni, one of the grandest Romanesque cathedrals in the world, an extraordinary new state-of-the-art public library then I have yet to hear of it. Norwich is a fine city. None finer.

STEPHEN FRY



LOCATION

Some cities you've heard of, others you have to discover. Norwich is one of the most beautiful, modern historic cities in Britain. It's a city that celebrates the independent, stimulates creativity, promotes change and encourages diversity.

UEA is a campus university located 3 miles from the centre of Norwich. Situated in the heart of Norfolk, which means it's an ideal location to explore Norwich and beyond.

BY RAIL

LONDON • 2 HOURS

CAMBRIDGE • 1 HR 15 MINS

BIRMINGHAM • 4 HOURS

Many European cities (including Paris and Amsterdam) easily accessible by train

BY ROAD

KINGS LYNN • 1 HOUR

CROMER • 45 MINUTES

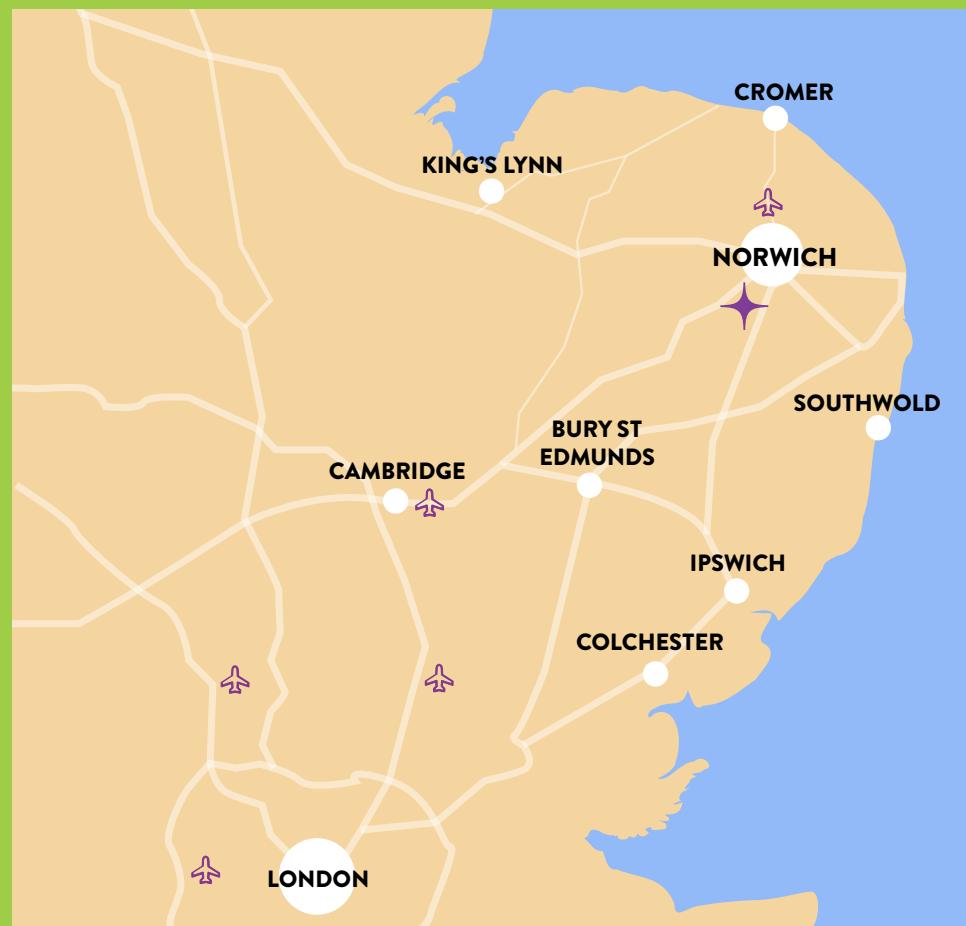
SOUTHWOLD • 1 HOUR

BY AIR

NORWICH AIRPORT • 20 MINUTES

STANSTED AIRPORT • 2 HOURS

London is a major airline hub and all main international destinations are easily accessible



An internationally renowned university, UEA is ranked in the UK Top 25 (Complete University Guide 2025), UK Top 30 (The Mail 2025) and the World Top 100 (Times Higher Education Impact Rankings 2024), where it ranks in the UK Top 20 for research quality (Times Higher Education Rankings for the Research Excellence Framework 2021) and World Top 20 for Health and Wellbeing (QS World University Rankings for Sustainability 2024), reflecting the international excellence of its research environment. The University holds UK Teaching Excellence Framework Silver status.

Equality, Diversity, Inclusion and Wellbeing

The University is committed to diversifying its workforce and to the wellbeing of all our staff. For example, we already hold an Athena Swan Silver Institutional Award in recognition of our advancement towards gender equality. Further details on our broader Equality, Diversity, Inclusion and Wellbeing work can be found on our [website](#).

