



Values and behaviours

2022

Values



1. Taking ownership

Be proactive, identify problems and own the solution.

Good

- You challenge and champion the need for continuous improvement.
- You work collaboratively with colleagues to find solutions.
- You take pride in your work and deliver results.
- You take ownership of the customer enquiry.
- You seek feedback to learn and improve your performance.

Great

- You look at every option and take informed risks to deliver the best outcome.
- You find solutions and collaborate to resolve issues.
- You use mistakes as an opportunity for learning.

2. Committed and supportive

Focus on the customer and support each other.

Good

- You understand and promote the vision and objectives of the Council.
- You actively listen and respond to the needs of customers and colleagues.
- You are open and honest and treat everyone with respect.
- You work with colleagues, sharing knowledge to achieve the best results.
- You enable and encourage customers to do more for themselves and support those most in need.

Great

- You champion the Council's vision and take pride in what you do to achieve these goals.
- You go the extra mile to deliver more than expected for customers and colleagues.
- You actively support and encourage self-development.
- You promote equality and fairness for all.
- You proactively promote online self-help tools in all interactions with customers.

3. Learning and development

Always learning and encouraging others to think differently.

Good

- You are a team player who seeks advice and feedback.
- You learn from a variety of sources and apply new ideas to improve ways of working.
- You tackle issues as they arise, using your knowledge and experience to resolve them.
- You constructively challenge colleagues and give feedback where appropriate.
- You proactively manage your self-development to widen your skillset and knowledge.

Great

- You proactively create relationships internally and externally to share knowledge.
- You anticipate potential problems and look for creative solutions.
- You view problems as opportunities for self-growth and to improve the work of yourself, your team, and the Council.
- You anticipate change and develop yourself to meet the new challenges.

4. Positive and flexible

Working with passion, energy and enthusiasm and being adaptable to change.

Good

- You are confident, professional and self-motivated, able to work alone or as part of a team.
- You assess the needs of colleagues and customers to deliver the best solution.
- You actively listen to colleagues' opinions, embracing new ideas and exploring new ways of working.
- You know how your role contributes to the vision of the Council.
- You respond and adapt to changes in priority to achieve positive outcomes.

Great

- You work with ambition, energy and enthusiasm.
- You proactively embrace new ideas and explore new ways of working.
- You champion the Council's vision and inspire colleagues.
- You anticipate and drive change, putting the customer first.

Management behaviours

Below are the attributes we expect our managers to have.

Setting direction

Your role is to:

- Set and communicate a bold direction and strategy, within the context of the corporate plan, to achieve the Council's ambitions and enhance its reputation.
- Translate this into the efficient and effective delivery of evidence based strategy, planned services, actions and projects.
- Champion the Council's vision and take pride in working for the Council.
- Represent the Council, not just yourself or your team.
- Consider the bigger picture when making a decision and the impact on the customer.
- Be trusted to use your business judgement to make the right decision.
- Make difficult decisions by assessing the viability of opportunities and effectively managing risk.
- Be innovative, resilient and persevere in driving forward continuous improvement.
- Gain support and commitment for change through influencing and engaging with internal and external stakeholders.

Leading and developing people

Your role will be to:

- Lead and inspire others to be the best they can be to improve services.
- Develop high performing teams, recognising and developing talent.
- Create a coaching culture which supports and encourages personal and professional self-development.
- Encourage and support innovation and reward success.
- Inspire a blame free culture, learn from mistakes and empower others to drive continuous improvement.
- Be self-aware, listen and respect other points of view.
- Create an environment which promotes equality and fairness for all.
- Use your influencing and negotiating skills to build consensus for decision making.

Delivering results

Your role will be to:

- Be accountable for your decisions and actions.
- Be resourceful, self-sufficient and inventive with the resources you have.
- Use your initiative, take ownership and inspire action.
- Focus on continuously improving services, with long term benefits for customers.
- Create an outcomes and performance focused team, which consistently delivers high quality results.
- Anticipate and lead change to drive continuous improvement.
- Understand the detailed political context you operate in, networking effectively with key stakeholders and help others do the same.