

Behaviour standards for all employees

Growing the new Adur, Worthing culture

In November 2010, Improvement and Efficiency South East and Blue Edge surveyed us in the form of 1-2-1 meetings, workshops and an online survey to agree a culture model. The idea of the model is to provide us with a clear set of values and behaviours to guide how we should behave towards others and how you want to be treated.

Here are the set of values and behaviours

<p>Agile - Embracing & supporting change</p> <ul style="list-style-type: none"> • Responds positively to change and has a 'can do' outlook. • Constantly looking to improve what we do. • Keeps up to date with job knowledge and undertakes learning and development. • Learns from others and help other people learn. 	<p>Caring - Well being</p> <ul style="list-style-type: none"> • Looking after each other's well being. • Bringing a friendly, positive approach to work. • Delivering the best possible outcome focussed service to our customers. • Responds to customers positively, promptly and with courtesy.
<p>High Performing - Performance focus</p> <ul style="list-style-type: none"> • Committed to the work of our teams and of the Councils. • Carries out work with quality and accuracy. • Focused on the clear goals we need to achieve • Making efficient and effective use of resources. • Constantly striving to deliver best possible 'value for money'. 	<p>Together – Team working & effective communication</p> <ul style="list-style-type: none"> • Actively building good working relationships. within and across teams where appropriate. • Offers help and co-operates with others to get the job done. • Ensuring everyone knows what they need to know and hear it from the right source • Being open and transparent about what we are doing. • Committed to two-way communication.

The Adur and Worthing Manager Standards

<p>Mandatory training standards</p> <ul style="list-style-type: none"> ● Performance Management (including PDRs) ● Recruitment and Selection ● Risk Management ● Stress Management ● Finance for budget holders ● Sickness Absence monitoring ● Grievance, Disciplinary & Capability Proceedings ● Health and Safety 	<p>Other minimum core competencies and skills (where appropriate)</p> <ul style="list-style-type: none"> ● Coaching staff ● Managing change ● Managing staff who work remotely ● Report writing ● Presentation skills ● Having that difficult conversation ● Commercial awareness and acumen
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Behaviour Standards

<p>Caring <i>Evidence of</i></p> <ul style="list-style-type: none"> ● Understands customer needs ● Regular 1-1s with staff (at least quarterly) ● Gives recognition, praise and feedback to staff ● Promotes and delivers a safe and healthy environment ● Effective sickness absence management ● Completion of job evaluation work ● Supports new staff through induction and probation actions 	<p>High Performing <i>Evidence of</i></p> <ul style="list-style-type: none"> ● 100% completion of PDRs ● PDR Action Plans reviewed ● Effective budget management and control ● Manager and staff attend mandatory training ● Report writing is completed in timely fashion
<p>Agile <i>Evidence of</i></p> <ul style="list-style-type: none"> ● Actions from service reviews implemented ● Staff in their team have the right skills & knowledge to do their job and deal with change ● Reviewing ways to improve how we work and/ or do things differently 	<p>Together <i>Evidence of</i></p> <ul style="list-style-type: none"> ● Regular team meetings and attendance (at least quarterly) ● Communicating the Councils Vision, Priorities and Service Objectives ● Attendance at manager/ staff conferences and staff briefings. ● Commitment to working in partnership

In addition for Senior Managers

<p>Skills</p> <ul style="list-style-type: none"> ● Leading the change process and people through change ● Building personal resilience ● Fostering innovation & commercial acumen ● Developing 'political' awareness 	<p>Other Behaviour Standards e.g.</p> <p>High Performing</p> <ul style="list-style-type: none"> ● Delivery of financial efficiency targets <p>Together</p> <ul style="list-style-type: none"> ● Engage with Members to enhance two way communications and keep relevant Members briefed
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