Managing People and their Well-Being at Work Together

UCL aims to ensure that staff work in a safe and healthy working environment and this requires efforts on behalf of UCL, its managers and its staff.

What UCL aims to do:
• Provide a workplace free from harassment and victimisation;
• Develop sound management practice based on equality of treatment;
• Provide a framework of employment, health, safety and security policies and systems to support managers and staff in minimising the risk to health;
• Ensure fair workload allocation and feedback on performance;
• Promote good communication throughout UCL;
• Provide information and training to enable staff to develop their skills and maximise their contribution to the success of UCL;
• Provide appropriate employee support services.

What managers should do:
• Ensure jobs are designed to avoid conflicting demands and that expectations and the job role are clear;
• Ensure staff are fully trained to undertake the demands of their job and are able to contribute to decisions about how the job is done;
• Ensure there are regular opportunities for feedback on performance e.g. regular ‘one to one’ meetings and team meetings;
• Identify or respond to issues of concern promptly and seek constructive solutions;
• Ensure staff are provided with meaningful training and developmental opportunities;
• Be aware of signs of problems and offer additional support to a member of staff who is experiencing stress outside work e.g. bereavement or separation;

What all staff should do:
• Support colleagues and managers by providing appropriate information and by sharing knowledge and resources where appropriate;
• Engage in discussion about their performance and act on feedback;
• Raise issues of concern at an early stage and seek constructive solutions;

What everyone should do:
• Ensure good communication particularly where there are organisational and procedural changes;
• Make use of the support and training resources available;
• Ensure that bullying and harassment is not tolerated;
• Comply with UCL employment policies and policies on health, safety and security;
• Seek appropriate advice and support at an early stage if difficulties arise.