

UCL WAYS OF WORKING FOR PROFESSIONAL SERVICES

The UCL Ways of Working for professional services supports colleagues to be successful and happy at UCL through sharing expectations around how we work.

The framework enables individuals, teams and leaders to set clear expectations, support development, have quality conversations and be their best in the workplace.



PERSONAL EXCELLENCE	
Commitment	We are persistent in our shared commitment to our goals, our overall mission, and to taking care of ourselves, our students and each other.
Outstanding Service	We take pride in delivering a positive and proactive service to our colleagues and communities, striving for high quality outcomes and smarter ways of working.
Integrity	We insist of honesty, inclusion and respect for each other in line with UCL's core values, recognising excellence in different forms. We take full accountability for our actions and leading by positive example.

WORKING TOGETHER	
Communication	We communicate with intention and clarity, building strong relationships – listening and responding with fairness and compassion
Collaboration	We work creatively in empowered cross-functional teams and partnerships where we build trust and recognise each other's contributions.
Shared Learning	We create learning-focused working environments, where we ask challenging questions, encourage respectful inquiry, seek continuous improvement and development, and value constructive feedback.

ACHIEVING OUR MISSION	
Vision	We know why our work is important, and we respond to the 'bigger picture', drawing out opportunities through being ambitious, united and forward -thinking.
Innovative Practice	We review our practices and innovate where necessary to use our resources effectively, to achieve our long-term aims and support our objectives.
Ownership	We understand our responsibilities for delivering timely and effective outcomes, which we achieve through decisive, clear strategies, and well-communicated, consultative plans.

THE UCL WAYS OF WORKING SUPPORTING INDICATORS

GRADE 7

The **Ways of Working Supporting Indicators** give examples of typical behaviours that support the central Ways of Working. These reflect different operational levels and can be used in activities such as recruitment, recognising great staff ways of working or team-building. Although the indicators are listed as relevant to grades, the design assumes that staff will also model behaviours indicated below their current grade.

SUPPORTING INDICATORS: **PERSONAL EXCELLENCE**

GRADE 7

Being supportive, respectful and kind to others around you.

Committed to providing a responsive and helpful service.

Being able to respond constructively.

Developing resilience strategies and supporting healthy resilience in the wider team.

Making best practice an absolute priority.

Switching easily between tasks for different groups and stakeholders.

Being committed to tackling bullying, harassment and discriminatory behaviour in teams.

Making inclusivity, diversity and (inter)cultural awareness core to actions and decision-making for self and team.

SUPPORTING INDICATORS: **WORKING TOGETHER**

GRADE 7

Listening to others and supporting them with compassion.

Delegating with appropriate guidance and encouraging initiative.

Giving and seeking timely, actionable and constructive feedback.

Promoting personal and professional development.

Documenting and sharing solutions.

SUPPORTING INDICATORS: **ACHIEVING OUR MISSION**

GRADE 7

Using evidence and quality data to support approaches.

Willing to try new ideas which may improve outcomes.

Being clear on how your work, and that of your team, fits into overall UCL objectives.

Anticipating issues and adjusting approaches when necessary.

Creating and supporting simple and consistent work processes.

Finding ways to successfully work with the extended UCL community on cross-institutional projects.

Knowing how individual objectives and responsibilities will deliver on plans.