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 smater 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 enviroments, 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.

See the UCL Ways of Working for professional services website for guidance around using the framework in appraisal and recruitment activities: www.ucl.ac.uk/ways-of-working

THE UCL WAYS OF WORKING SUPPORTING INDICATORS
GRADE 8

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 8

Responding proactively and appropriately to the needs of colleagues, staff, students and partners.

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

Being organised and keeping track of your work.

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

Encouraging input from diverse voices to support making fair, fact-based decisions.

Taking pride in delivering an excellent service to colleagues, students, partners and the wider community.

Role-modelling an ability to balance work and personal needs.

Delivering on commitments to tasks and people.

Actively seeking solutions to any bullying, harassment and discriminatory behaviour in teams.

SUPPORTING INDICATORS: WORKING TOGETHER — GRADE 8

Listening closely, and speaking with clarity to all colleagues, staff, students and partners.

Sharing relevant knowledge and experience.

Giving others freedom to act, and recognising their achievements.

Seeking and giving constructive feedback, and reflecting on own practice.

Encouraging staff to develop and progress within the organisation.

Keeping colleagues, staff, students, partners and wider communities informed.

Handing over well-defined tasks to others.

Able to say 'no' when necessary.

SUPPORTING INDICATORS: ACHIEVING OUR MISSION — GRADE 8

Making sense of complex issues even when information is incomplete.

Making timely and data-led decisions.

Demonstrating clarity about how your work supports UCL's mission and goals.

Anticipating and avoiding potential strategic flaws and risks in plans.

Defining objectives and setting out clear and relevant future goals.

Managing multiple projects, leading regular reviews and making changes where necessary.

Willing to volunteer time to support others across the UCL community.

Accepting accountability for your own decisions and actions.