

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 10

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 10**

Ensuring that teams are equipped to respond positively and effectively to needs.

Able to focus sharply on crucial issues, and follow through with action.

Demonstrating a range of strategies to build and support resilience in self and team.

Having a clear commitment to leadership and people, setting a positive and emotionally intelligent example that motivates others to follow.

Demonstrating commitment to diversity and inclusion and (inter)cultural awareness at UCL through all actions.

Promoting a culture of innovative working.

Pro-actively taking action to prevent bullying, harassment and discriminatory behaviour in teams and with partners.

SUPPORTING INDICATORS: **WORKING TOGETHER** **GRADE 10**

Empowering others through promoting a culture of trust.

Ensuring teams understand, and are supported in, the need to take care of themselves and others.

Taking measured risks, and being prepared to learn through mistakes.

Providing career-focused growth and learning opportunities for everyone.

Pro-actively influencing people and ideas to arrive at outcomes that are beneficial to the organisation.

Being able to have difficult conversations with a view to resolving issues.

Reviewing and appreciating well-executed work.

Role-modelling the seeking and giving of feedback.

SUPPORTING INDICATORS: **ACHIEVING OUR MISSION** **GRADE 10**

Taking accountability for tasks and teams.

Acting to ensure productivity and results-orientation in teams.

Reflecting the needs of UCL and the wider mission in your communication.

Presenting a powerful, strategic vision that aligns with long term aims of UCL.

Seeing opportunities that come with change, and influencing others accordingly.

Ensuring robust process/project/task review and demonstrate evidence-based action planning.

Clearly and proactively articulating expectations and goals to teams, colleagues and partners to empower them to work toward solutions.

Encouraging teams to work and communicate across UCL where practical and beneficial.