

# 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

<b>Commitment</b>	We are persistent in our shared commitment to our goals, our overall mission, and to taking care of ourselves, our students and each other.
<b>Outstanding Service</b>	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.
<b>Integrity</b>	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

<b>Communication</b>	We communicate with intention and clarity, building strong relationships – listening and responding with fairness and compassion
<b>Collaboration</b>	We work creatively in empowered cross-functional teams and partnerships where we build trust and recognise each other's contributions.
<b>Shared Learning</b>	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

<b>Vision</b>	We know why our work is important, and we respond to the 'bigger picture', drawing out opportunities through being ambitious, united and forward -thinking.
<b>Innovative Practice</b>	We review our practices and innovate where necessary to use our resources effectively, to achieve our long-term aims and support our objectives.
<b>Ownership</b>	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 5

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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 5**

Being committed to UCL and taking pride in your work.

Contributing to keeping the workplace running smoothly and efficiently.

Being able and willing to recognise and report bullying, harassment and discriminatory behaviour.

Understanding personal obligations to, and acting in accordance with UCL's commitments to inclusion and well-being.

Supporting all colleagues, staff, students, and partners efficiently and effectively.

Practicing empathy for others in the workplace, trying to understand the needs of colleagues, staff, students and partners.

Being able to multi-task, effectively keeping various tasks in hand at the same time.

Understanding your responses to stress, and developing personal resilience strategies.

### SUPPORTING INDICATORS: **WORKING TOGETHER** **GRADE 5**

Understanding the importance of building healthy relationships with others in order to do your job well.

Being a collaborative member of your team.

Asking questions that challenge the status quo in the interests of continuous improvement.

Communicating clearly, so that everyone understands your message and intention.

Actively seeking out feedback and opportunities to develop.

### SUPPORTING INDICATORS: **ACHIEVING OUR MISSION** **GRADE 5**

Understanding how your work fits in with others' and its importance in the wider context.

Being open to change, and role-modelling simple consistent approaches.

Understanding your objectives and making realistic plans to deliver them.

Following an agreed plan and knowing how to finish a job on time, asking for help if needed.