

# 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 6

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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 6**

Being consistent and doing what you say you will do.

Having a positive and helpful approach to work.

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

Taking proactive steps where you see an opportunity to fulfil a need.

Delivering work to agreed standards.

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

Responding to colleague, student and partner needs with the intention to provide an excellent service.

Planning effectively so that work is delivered and others are not delayed.

Demonstrating interest and flexibility to support work in different areas.

### SUPPORTING INDICATORS: **WORKING TOGETHER** **GRADE 6**

Building rapport and being comfortable with others across different cultures and backgrounds.

Innovating and sharing with new ways to work efficiently.

Demonstrating interest in personal development.

Understanding other people's perspectives.

Proactively seeking feedback on your work.

Knowing your key stakeholders and keeping them informed.

### SUPPORTING INDICATORS: **ACHIEVING OUR MISSION** **GRADE 6**

Working methodically, prioritising and managing tasks.

Being practical and able to problem-solve.

Able to recognise and support important innovation and change in the workplace.

Taking responsibility for your work.

Planning effectively, recognising and flagging problems.

Understanding UCL's strategic goals, and seeing how your work connects and contributes to this.