



Behavioural Standards

Introduction

Behavioural standards underpin the organisation and are fundamental in supporting members of staff to achieve success in their roles and enable Age UK Surrey to deliver its strategic objectives.

In order to help staff understand what is expected of them, this document lists behaviours considered essential for those working at all levels.

These standards will support:

- the recruitment and selection of the best people to join our organisation
- the management of performance and development of employees.

Performance against these behaviours will be reviewed at supervision and appraisal. All members of staff will be expected to demonstrate behavioural standards to a satisfactory standard or above.

Expected behaviours:

1. Teamwork

- Works well with others in immediate team
- Makes a positive contribution to team meetings
- Has a flexible approach – does other people's jobs as required
- Displays willingness to help out in other areas of the charity
- Builds strong relationships with other departments

2. Communication

- Communicates professionally and effectively, face to face, by telephone and by email
- Listens to and respects others' points of view
- Presents information openly and objectively
- Speaks to and treats others in the way they expect to be spoken to and treated
- Develops effective working relationships with managers and colleagues

3. Organisation and Initiative

- Sets and maintains high standards of work and productivity
- Shows initiative and is able to work well unsupervised
- Shows flexibility to deal with the unexpected and change plans
- Displays willingness to take on tasks over and above job description

4. Self Management

- Has a positive outlook and a “can do” attitude
- Responds positively to feedback and takes action
- Takes responsibility for all own actions
- Shows interest in improving
- Displays willingness to work outside own comfort zone
- Understands own emotions and resists impulse to over-react
- Manages own time and workload to meet deadlines

5. Reliability

- Has an acceptable level of attendance
- Adheres to agreed working hours
- Is punctual
- Keeps manager informed of movements
- Keeps electronic diary up to date

6. Management of Others

- Recognises and acknowledges good performance
- Displays courage to make unpopular and difficult decisions and admit mistakes
- Places the greater good of the charity above the interests of their department

7. Change

- Understands the need for change, values and responds well to change
- Instigates more effective working methods
- Willingly takes on new and different ways of working
- Motivates others to embrace change when change is required