

	YOUR MANAGER WILL	YOU WILL
LEADERSHIP	Lead by example by reflecting Havebury's values and keeping a watchful eye on how equality & diversity impacts on the way in which the team operates and provides services	Value the diversity of your colleagues and their contributions to the team. Highlight any equality & diversity and health & safety issues
	Challenge unethical or dishonest behaviours or attitudes	Behave ethically and honestly at all times
	Understand the overall organisational vision and strategic objectives, ensuring that you have personal goals and targets to contribute to the overall business objectives	Meet your full potential by completing training and contributing in 1-1's, team briefings and appraisals. You will challenge if these are not happening regularly
	Have an effective working knowledge of health & safety legislation, a basic understanding of employment law and the organisation's own appraisal and disciplinary processes	Make sure you know about any policies and procedures which may affect you and report any unfairness and health & safety issues
	TEAM WORKING	
MANAGEMENT	Work cooperatively with all to improve team performance, providing constructive feedback	Feel valued, motivated and strive to achieve high standards, and always work to your best ability
	Listen to your views and communicate clearly and effectively in a positive and constructive manner	Be encouraged to contribute and be part of the decision making process within the team
	TAKING CARE OF THE CUSTOMER	
	Respond to all customers, whether external or internal colleagues, promptly, positively and courteously, always being prepared to go the extra mile	Develop an understanding of our customers and seek to actively engage with them
	Focus on you and your team to ensure you achieve your best	Do your best to excel in all areas of your performance
	ACHIEVING VALUE FOR THE ORGANISATION AND OUR CUSTOMERS	
	Ensure that your team works efficiently and effectively, harnessing the skills, knowledge and talent to provide services which offer good value for money to our customers	Be innovative around ensuring the service you provide is efficient, effective and good value for our customers
	Always welcome your ideas on improving value	Contribute ideas for improvement to your manager
	EMBRACING CHANGE AND CONTINUOUSLY IMPROVING	
	Plan, adapt and work with a variety of situations and get involved in new ways of doing things	Be adaptable to other colleagues new ideas and ask for support to try new ideas at work if appropriate
Be receptive to new ideas, look at alternatives and include a wide range of people to plan new processes	Look for new ways to improve working practices and share these with your colleagues and manager	
Havebury expects its managers to do these things. If yours does not, please raise it with them, with their manager or with HR.	Havebury expects its employees to do these things. If you do not, your manager will discuss their concerns with you and seek constructive solutions.	