

Professional Support Services Behaviours

What does success look like?

To contribute to maintaining a positive, open and respectful working environment where people work co-operatively together, breaking down boundaries and communicating fully to achieve organisational benefits.

What do we want the PSS to be known for?

Members of the Professional Support Services are known for using interpersonal skills to work co-operatively with colleagues, students, internal and external partners, working pro-actively across cultures and organisational boundaries, and for sharing information, new knowledge, innovation and ideas.

The University of Manchester
Oxford Road
Manchester
M13 9PL
United Kingdom

Royal Charter Number RC000797
M909 10.13



Dear colleague

Over the past two years, the Professional Support Services (PSS) has made real progress in three main areas:

- supporting the development of our University's three key goals
- improving the way that we do things so that our University runs efficiently, effectively and safely
- finding new ways for the PSS to work together as a single team

Our progress has rightly been recognised by colleagues from all parts of the University. This is backed up by the findings of the Staff Survey which suggest that PSS staff feel that the University is a good place to work.

But there's still room for improvement and I am keen that we do more to make sure that the experience of working here in the PSS is a positive one and that we're making a real contribution to the aims and ambitions of our University.

As you can imagine, this is a big task and a group of PSS staff has been working on developing a set of principles that we can all adopt to ensure that we work co-operatively and helpfully together.

This leaflet outlines the work the group has done so far and I'd very much like to hear your thoughts and feedback. I'd also like your ideas about how we can bring this piece of work to life by putting it into practice on a day-to-day basis here in the PSS. Very shortly you will start to notice this work being used in a number of ways - from recruitment through to Performance and Development Review.

I look forward to hearing your thoughts and views.

Will Spinks,
Registrar, Secretary and Chief Operating Officer

How to give your feedback

- Through your team brief sessions – your Director or Head of Faculty Administration will be asked to provide feedback at a future meeting of the PSS Leadership Team.
- Discuss with your line manager or supervisor either in a team meeting or one-to-one if you have one
- You can email your thoughts to: pssbehaviours@manchester.ac.uk
- Return your leaflet – there's room for you to make your own notes and you can return these to:

The Internal Communications Team
Communications and Marketing Division
LG.020 John Owens Building
The University of Manchester

Ideas for discussion and feedback

- How do you think the behaviours outlined here can be put into use day-to-day at our University?
- How can they have an impact on the work we do in:
 - recruitment and induction?
 - Performance and Development Reviews (P&DRs)?
 - training?
 - day-to-day communications?
 - how we recognise and reward exceptional performance?
- Do you think this piece of work will make any difference to the way that you work?
- How will we know if this work has been successful?

