

## 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

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FSC MIX Paper from responsible sources FSC\* C008521

#### 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 Adminstration 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?

# X

### **PSS Behaviours**

- We're courteous and polite, acting at all times with honesty and integrity
- We co-operate and build good relationships with others throughout the University
- We ask our colleagues for help when we need it
- We put in extra effort to share the load willingly
- We recognise that different offices and cultures are not the same
- We respond positively to requests for help from inside and outside of the University
- We work with others to ensure projects and tasks are complete
- We operate with openness and respect
- We take pride in the quality of our work
- We're always reliable, with a reputation for delivering on time
- Regular tasks are right first time, every time
- We learn from our mistakes
- We understand the need for change and are open to trying new ideas and ways of working
- We're willing to provide constructive feedback on how the University works



- We have a clear understanding of our own goals and those of the team we're in. This means that we're able to deliver a professional service all of the time
- We treat all of our colleagues with respect
- We have a 'can do' attitude to achieving our own and team goals
- We're supportive of our colleagues, and show diplomacy, patience and care when working with people
- We understand that the way that we treat others has an impact on colleagues
- We're willing to share information and ideas with our colleagues
- We suggest ways to improve our own and our team's performance
- We discourage criticism of others
- We consistently go the extra mile
- We invite feedback to improve our own performance
- We represent our University positively



How to recognise when things are going wrong

- People see themselves as better than others and fail to respect other people's contribution
- Making personal negative comments about others
- Having a 'can't help, won't help' attitude and being unco-operative
- People can be heard saying: "That's not my job" or "I'm far too busy"
- Doing the bare minimum to get by
- Co-operating selectively in accordance with personal interests or objectives
- Failing to take on board new methods of delivering a service
- Failing to accommodate different teams, cultures and communities
- Being unreceptive or hostile to feedback

### Notes

If you don't have access to a PC, note down your feedback here and return it to:

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