

# Interim behaviours framework for Tier 5: Team Leader, Skilled Advisor and Entry Specialist

## **Customer focused**

Places the needs of the customer first as we strive to deliver on time and to the highest quality.

For all staff this means ensuring our customers are at the heart of our delivery. For leaders it is ensuring that the strategic direction of a department encompasses a strong customer focus. Doing this well means continuously seeking feedback from our Customers to provide exceptional services, whilst balancing the needs of both the Island and the Organisation.

### **Personal attributes include:**

- understands customer needs and the products and services required to support them
- mitigates risk of poor customer engagement
- resolves and records customer issues or complaints, responding to urgent matters as soon as they occur and reporting to appropriate managers
- develops methods or approaches in line with ACE+ for continuous improvement of customer service delivery

## **Always improving**

Continuously developing ourselves and our services to be the best they can be for Jersey.

For all staff this means always seeking opportunities to develop our services for the better of our users. For leaders this is about creating opportunities for innovation, seeking and providing feedback to their staff and allowing time to learn from failures.

### **Personal attributes include:**

- maintains awareness of new developments in own area of expertise, sharing and promoting this knowledge to others who may benefit, to actively work with the team members to develop solutions
- puts forward ideas to improve service processes and make efficiencies, then shares and records the feedback with team members and stakeholders
- takes initiative to identify ways to improve the service and follows through to implementation, ensuring consultation and agreement with relevant stakeholders
- takes considered risks to improve service or operational delivery and ensures team members know how to improve procedures or make efficiencies

### **Better together**

Shares knowledge and expertise, demonstrates valuing the benefits of working together.

For staff this is about working across teams to leverage skills and expertise for delivery. It is recognising when they require input and support from others. For leaders this looks like collaboration both within and across departments and with external stakeholders. Doing this well will see leaders actively seeking opportunities for collaboration and involving others throughout.

#### **Personal attributes include:**

- actively shares appropriate information, ideas, and resources with others, to build positive working relationships of mutual trust and empathy
- develops networks with people outside of own immediate team to enhance team outputs
- seeks solutions that will best meet the needs of the team
- celebrates success with colleagues

### **We deliver**

Takes accountability for the delivery of the government plan and common strategic priorities.

For staff, this is about understanding the common strategic plan and delivering projects aligned with it. For leaders, this is about ensuring the projects contribute to the common strategic plan and government plan and that staff are made aware of this and understand the connection between their work and these plans.

#### **Personal attributes include:**

- ensures own work is delivered on time and to a high standard while taking accountability for the delivery of the agreed results
- prioritises effectively, shows energy, reacts to opportunities and meets deadlines
- is aware of the Government's purpose and priorities and understands their contribution to these

### **We are respectful**

Cares about people as individuals and shows respect for their rights, views, and feelings.

For staff, this is about actively listening to all views and being considerate when communicating with colleagues and customers. For leaders, this looks like ensuring team members can recognise undesirable behaviours and can visibly model desirable, inclusive, and respectful behaviour.

**Personal attributes include:**

- models professional, polite, and friendly behaviour and shows respect for others. Takes responsibility for the impact of their own behaviour on others
- actively encourages others to share their views, using active listening to demonstrate openness.
- maintains open communication and keeps all stakeholders informed promptly
- recognises and challenges inappropriate behaviours and actions and records events accurately, continually develops their knowledge on inclusivity and appropriate behaviours
- models care and concern for team members, proactively offering support