

Interim behaviours framework for Tier 6: Assistant, Team Member and Support Worker

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:

- treats customers in a professional, empathetic, and respectful manner and understands how to identify customers' needs by asking relevant and specific questions
- resolves or escalates customer queries or complaints then identifies areas for improvement as a result of solving complaints
- respond to customers' requests promptly and efficiently and provide clear and accurate information however you communicate

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 ;

- takes opportunities to learn about new developments and raise ideas to improve services and make efficiencies, in own area, sharing with others who may benefit
- identifies ways to improve own performance through constructive feedback
- challenges ideas constructively

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:

- knows how to share information, ideas, and resources with others while developing positive working relationships
- recognises conflicting interests and understands how to find solutions to best meet everyone's needs
- works effectively with people outside of own team to enhance team outputs and 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:

- works to make sure their own and their team's work is delivered on time and to a high standard, prioritising work, helping others and showing energy and positivity
- takes responsibility for the delivery of their own and the team's agreed actions and understands where to find the resources and can use them when needed, whilst ensuring good value for money
- understands how own and team's work contributes to the Government's purpose and priorities

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:

- is professional, polite, and friendly, showing respect for others and understands the impact of own behaviour on others
- recognises inappropriate behaviours and actions and how to challenge these, where appropriate, and knows where to find support in doing so
- listens carefully to build an understanding of different perspectives and demonstrates care and concern for other team members
- understands the importance of keeping colleagues and customers informed, in a timely manner