

UCL WAYS OF WORKING FOR PROFESSIONAL SERVICES



PERSONAL EXCELLENCE	
Commitment	
Outstanding Service	
Integrity	

WORKING TOGETHER	
Communication	
Collaboration	
Shared Learning	

ACHIEVING OUR MISSION	
Vision	
Innovative Practice	
Ownership	

SUPPORTING INDICATORS

GRADE 7

Ways of Working Supporting Indicators

of Working. These reflect different operational levels and can be used in activities such as recruitment, recognising great staff ways of working or team-building. Although the indicators are listed as relevant to grades, the design assumes that staff will also model behaviours indicated below their current grade.

PERSONAL EXCELLENCE	GRADE 7
Being supportive, respectful and kind to others around you.	
Committed to providing a responsive and helpful service.	
Being able to respond constructively.	
Developing resilience strategies and supporting healthy resilience in the wider team.	
Switching easily between tasks for different groups and stakeholders.	
Being committed to tackling bullying, harassment and discriminatory behaviour in teams.	
Making inclusivity, diversity and (inter)cultural awareness core to actions and decision-making for self and team.	

WORKING TOGETHER	GRADE 7
Listening to others and supporting them with compassion.	
Delegating with appropriate guidance and encouraging initiative.	
Giving and seeking timely, actionable and constructive feedback.	
Promoting personal and professional development.	
Documenting and sharing solutions.	

ACHIEVING OUR MISSION	GRADE 7
Using evidence and quality data to support approaches.	
Willing to try new ideas which may improve outcomes.	
Being clear on how your work, and that of your team, fits into overall UCL objectives.	
Anticipating issues and adjusting approaches when necessary.	
Creating and supporting simple and consistent work processes.	
Finding ways to successfully work with the extended UCL community on cross-institutional projects.	
Knowing how individual objectives and responsibilities will deliver on plans.	
