

UCL WAYS OF WORKING FOR PROFESSIONAL SERVICES STEPS TO DEVELOPMENT

The UCL Ways of Working for professional services supports colleagues to be successful and happy at UCL through sharing expectations around how we work.

The framework enables individuals, teams and leaders to set clear expectations, support development, have quality conversations and be their best in the workplace. The Descriptor table below is broken down into grade-relevant supporting indicators and steps to development in the rest of the document.



PERSONAL EXCELLENCE	
Commitment	We are persistent in our shared commitment to our goals, our overall mission, and to taking care of ourselves, our students and each other.
Outstanding Service	We take pride in delivering a positive and proactive service to our colleagues and communities, striving for high quality outcomes and smarter ways of working.
Integrity	We insist of honesty, inclusion and respect for each other in line with UCL's core values, recognising excellence in different forms. We take full accountability for our actions and leading by positive example.

WORKING TOGETHER	
Communication	We communicate with intention and clarity, building strong relationships – listening and responding with fairness and compassion
Collaboration	We work creatively in empowered cross-functional teams and partnerships where we build trust and recognise each other's contributions.
Shared Learning	We create learning-focused working environments, where we ask challenging questions, encourage respectful inquiry, seek continuous improvement and development, and value constructive feedback.

ACHIEVING OUR MISSION	
Vision	We know why our work is important, and we respond to the 'bigger picture', drawing out opportunities through being ambitious, united and forward -thinking.
Innovative Practice	We review our practices and innovate where necessary to use our resources effectively, to achieve our long-term aims and support our objectives.
Ownership	We understand our responsibilities for delivering timely and effective outcomes, which we achieve through decisive, clear strategies, and well-communicated, consultative plans.

Supporting Indicators for Personal Excellence	Being able to recognise and report bullying, harassment and discriminatory behaviour.	
Examples of behaviours that may hinder Personal Excellence	Not recognising potentially bullying, harassment and discriminatory behaviour in others.	Contributing to bullying, harassment and discriminatory behaviour.
Steps towards development	<p>Recognise patterns of behaviour that disadvantage specific groups of colleagues, staff, students and partners. Observe your own behaviours – have you ever contributed to a situation that inadvertently disadvantages another colleague? Think about how you can positively influence in large or small ways within your team and model a consistent approach.</p> <p>Speak out against bullying, harassment and discriminatory behaviour. If you do not feel confident to do this with your manager then talk to your HR expert, or go through UCL channels such as 'Report + Support' and 'Full Stop' which provide an opportunity to report incidents anonymously if you do not feel safe reporting it in your name.</p>	
Supporting Indicators for Personal Excellence	Identifying where you will need support to complete your work.	
Examples of behaviours that may hinder Personal Excellence	Not recognising who and/ or when you should ask for help.	Being over-confident, and going too far with the work before asking for help or direction.
Steps towards development	<p>Try to plan your work in advance so that you can see where clashes or difficulties may arise. Chunk out the work into set time frames, so you can see how much you can achieve in a certain period. Practice this technique and your estimates will become more accurate and instinctive.</p> <p>Ensure that you are considering your own well-being and reaching out for help when you need it. An early indication that you need support is in everyone's best interest. Learn to recognise any signs of stress and take early action to discuss resilience and coping strategies with your manager.</p>	
Supporting Indicators for Personal Excellence	Acting in accordance with UCL's commitments to inclusion and well-being.	
Examples of behaviours that may hinder Personal Excellence	Not understanding what is meant by inclusion or well-being.	Understanding what is meant by inclusion and well-being but not reflecting it in actions.
Steps towards development	<p>UCL is London's Global University. Our colleagues, students and partners come from all over the globe. Building on our collective knowledge and expertise requires us all to treat each other with respect and fairness. This ensures we can all contribute our best ideas and excel at work. To achieve this, each of us needs to develop our awareness of and commitment to (inter)cultural sensitivity and agility.</p> <p>Upskill yourself on what UCL means by inclusion. Spend some time learning about UCL's commitment to inclusion and speak to your HR expert if in doubt. Raise any concerns and make suggestions where you feel your team can improve their response to issues relating to inclusion or well-being. Use UCL channels such as 'Report + Support' and 'Full Stop' if your concerns are not being addressed</p>	

WORKING TOGETHER

GRADE 1-4

Supporting Indicators for Personal Excellence **Being willing to take up training in the systems and procedures that you need to do your job.**

Examples of behaviours that may hinder Working Together

Showing no interest in training or learning.	Attending training but not then applying learnings in activities.
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Steps towards development

What do you need to do to do your job effectively? Familiarise yourself with the UCL Learning and Development Portfolio and LinkedIn Learning and discuss options with your manager. What would help you develop personally or professionally?

When you attend training or do online learning, how do you make sure that you use what you have learned in your job and tasks? Have a pre and post meeting with your manager to discuss your objectives, learnings and how to use the Famili[Tgin your job .00]T0.14 d

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Supporting Indicators for Personal Excellence	Asking for help or more information when you need it.	