

We are One Estates Office.

We work together to create the best environment for our students, staff and community to work, rest and play.

We are collaborative, respectful, inclusive, sustainable and professional.

	Collaborative	Respectful	Inclusive	Sustainable	Professional
	<p>We work with students, academic colleagues, external partners, the wider community, and each other for the greater good. We listen, have mutual trust and respect and communicate with transparency. We are connected through our shared commitment to the way we work, listening, sharing and taking ownership for what we do for the University.</p>	<p>We show respect and trust to all colleagues and customers in how we act and speak. We conduct ourselves with integrity and transparency at all times. We offer support, care and listen without judgement, promoting a trusted environment.</p>	<p>We are committed to treating everyone fairly and equally, giving access to opportunity for all. We promote and support positive team working where everyone feels valued, and always do our best for all customers, equally</p>	<p>We encourage innovation and thinking creatively in order to use our resources ethically and responsibly through:</p> <ul style="list-style-type: none"> • estate management • financial sustainability • the wellbeing and development of ourselves and our community • improving biodiversity and our impact on the local environment. 	<p>We provide excellent people-centred customer service. We bring specialist expertise and skills to solving problems, focussing on solutions in an innovative and ambitious way. We use clear communication with honesty resulting in clear actions. We provide and receive constructive feedback to learn and move forward.</p>
<p>We come to work expecting to</p>	<p>Work together to deliver the best service for our customers</p> <p>Understand issues that arise and proactively identify solutions together.</p> <p>Talk to and listen to our customers, making sure we understand their needs and show commitment to help.</p>	<p>Acknowledge different ways of working and respect the needs of all involved.</p> <p>Use and receive constructive challenge to find the best solution or action.</p> <p>Show trust in other Estates colleagues and our partners.</p> <p>Be open to the opinions and suggestions of others.</p> <p>Resolve issues locally before escalating them.</p>	<p>Listen effectively with an open mind.</p> <p>Build strong relationship across our teams.</p> <p>Support and take care of each other.</p> <p>Recognise and celebrate diversity.</p>	<p>Explore new ways of working and new ideas.</p> <p>Consider the impact of our behaviour and actions on other people in our teams and outside.</p> <p>Consider our impact on the environment.</p> <p>Try to use and reuse our resources in the best possible way before looking to replace.</p>	<p>Deliver a service that meets our customers' needs and the goals of the Estates office.</p> <p>Always learn and continue our own professional development.</p> <p>Represent Estates when we meet customers and those visiting the university.</p> <p>Seek feedback and use this to inform new ways of thinking and working.</p>

We aspire to	<p>Think outside the box to find alternative ways of doing things or of working together.</p> <p>Take ownership of our area of responsibility and show leadership, whether or not our role involves management.</p> <p>Proactively celebrate collective success.</p>	<p>Create an environment where everyone feels trusted supported and valued, calling out behaviour that works against this.</p> <p>Provide support to others in response to our own or others' constructive criticism to support them in their development.</p>	<p>Actively seek others' views, encouraging positive challenge.</p> <p>Include a diverse group of colleagues in our decision-making processes at all levels.</p> <p>Seek out ways to extend opportunities to a wider variety of people.</p>	<p>Think creatively to come up with new ideas and pursue these for the benefit of the wider department, university and beyond.</p> <p>Empower others in Estates and outside to be more sustainable.</p> <p>Make our social and environmental responsibility part of our everyday work.</p>	<p>Deliver a customer-focused service that considers Estates, University and wider society perspectives.</p> <p>Support and provide opportunities for others to learn and develop.</p> <p>Be an ambassador for Estates, within and outside the university, by seeking out opportunities that benefit the Estates Office and the University.</p>
We do not	<p>Blame others when things go wrong.</p> <p>Withhold information or present an inaccurate picture of a situation.</p>	<p>Criticise others without providing justification or without addressing this criticism to those involved.</p> <p>Use racist, sexist, homophobic or other offensive language.</p>	<p>Dismiss others' opinions without due consideration.</p> <p>Provide an unequal service to our customers.</p>	<p>Resist change or look to maintain the status quo.</p>	<p>Take the easiest personal option without considering the impact on others or the best actions for the wider team or department.</p>