

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 8

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 8
Responding proactively and appropriately to the needs of colleagues, staff, students and partners.	
Making inclusivity, diversity and (inter)cultural awareness core to actions and decision-making for self and team.	
Being organised and keeping track of your work.	
Developing resilience strategies and supporting healthy resilience in the wider team.	
Encouraging input from diverse voices to support making fair, fact-based decisions.	
Taking pride in delivering an excellent service to colleagues, students, partners and the wider community.	
Role-modelling an ability to balance work and personal needs.	
Delivering on commitments to tasks and people.	
Actively seeking solutions to any bullying, harassment and discriminatory behaviour in teams.	

WORKING TOGETHER	GRADE 8
Listening closely, and speaking with clarity to all colleagues, staff, students and partners.	
Sharing relevant knowledge and experience.	
Giving others freedom to act, and recognising their achievements.	
Seeking and giving constructive feedback, and reflecting on own practice.	
Encouraging staff to develop and progress within the organisation.	
Keeping colleagues, staff, students, partners and wider communities informed.	
Handing over well-defined tasks to others.	

ACHIEVING OUR MISSION	GRADE 8
Making timely and data-led decisions.	
Demonstrating clarity about how your work supports UCL's mission and goals.	
Anticipating and avoiding potential strategic flaws and risks in plans.	
Defining objectives and setting out clear and relevant future goals.	
Managing multiple projects, leading regular reviews and making changes where necessary.	
Accepting accountability for your own decisions and actions.	
