



INVESTORS IN PEOPLE

# The Gedling Employee

The vision for the Borough is:-

**“Healthy, Green, Safe & Clean”**

**As an organisation we want the best for employees and the best for customers.**

All of us working at Gedling Borough Council are expected to work in ways that help us to achieve our Vision and to promote the Council's values.

This means that at interview and as part of our annual personal reviews, we expect to talk about, and be asked about, our approach to work. Not just what we do, but how we do it.

We are all expected to be able to show that we are up to being a Gedling employee; someone with a “can do” approach to work.

We welcome applicants and offer opportunities to employees, regardless of gender, race, religion, disability, sexual orientation or age.



# The Gedling Employee

**Each of us, in ways relevant to our job, must be able to demonstrate that we will:**

**BE COMMITTED TO THE COUNCIL. This means:**

Promote the vision of the Council.

Portray a positive image of the Council through our appearance, manner and actions.

Work within all of the Council's policies and procedures.

Respect the principles of equality and diversity within the workplace and in our service delivery.

Recognise the need for high quality in all aspects of the service that we deliver.

Be self-motivated and proud of our work and the services that we provide.

**BE COMMITTED TO OUR CUSTOMERS. This means:**

Take responsibility for meeting the diverse needs of our customers.

Plan services with the customer in mind.

Provide a high quality service and ensure the needs of customers, both internal and external are met.

Take ownership for resolving customer enquiries including when those enquiries cut across different service areas.

**BE COMMITTED TO OUR COLLEAGUES. This means:**

Show an appropriate level of personal initiative.

Continuously demonstrate a willingness and ability to work effectively within our team, with other teams of the Council and with external partners.

Demonstrate flexibility in terms of the work that we do, and the hours of our work.

Show respect and appreciation for the contribution of others.

Have a 'can do' attitude towards requests for assistance.

**BE COMMITTED TO CONTINUOUS IMPROVEMENT. This means:**

Be willing to readily undertake different duties and ways of working to meet the Council's vision and business needs.

Take responsibility for identifying improvements in quality in respect to working practices and procedures and put these ideas forward.

Be prepared to learn about, or have a general awareness of, other service areas work and community partnerships.

**BE COMMITTED TO OUR OWN DEVELOPMENT. This means:**

Actively engage in the continuous development of ourselves and of the services that we provide.

Widen our skills and knowledge by being prepared to train in different service areas.

Be, or work towards being, competent in the use of new technology including computer and communications systems in ways appropriate to our jobs.

Have a standard of communication skills appropriate to the nature of our job. Communication means using the written and spoken word.