



INVESTORS IN PEOPLE

The Gedling Manager

The vision for the Borough is:-

“Healthy, Green, Safe & Clean”

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

Purpose

All of us working for Gedling Borough Council are expected to work to the same standards of behaviour. These are described in the Gedling Employee Standard.

In addition to this, those of us in posts graded at Band 10 or above, including our Senior Management Team and Chief Executive are expected to demonstrate a set of management and leadership values that set the style and tone of our organisation. The Gedling Manager Standard describes these additional requirements.

Use

We use these values described in the Gedling Manager Standard in the following ways:

- To assess individual performance
- To assess personal development needs
- To recruit great managers into our business
- To move unsuitable people out of our organisation
- Through all of the above, to improve the organisation's performance

We have four core competencies. These are expressed as personal statements of intent and are shown on the next page.



I set direction; in doing this I

- Create clear, ambitious and deliverable plans that reflect the Council's Vision and Values
- Motivate and support others in the delivery of these plans
- Work to identify and anticipate future service needs, threats and opportunities
- Design service delivery to take account of external influences including the political environment and relevant functions of partner organisations
- Offer guidance and support to others within the team at appropriate times
- Recognise that issues of equality and diversity are at the heart of service provision and employment

I encourage innovation; in doing this I

- Personally challenge established ways of doing things
- Am open to challenge from customers, colleagues, Members and partners
- Put the needs of the customer first, and recognise the diversity of those needs
- Strive to deliver services efficiently and effectively
- Identify and implement positive change
- Pursue radical ideas on service improvement

I am results-driven; to be this I

- Plan, set and communicate clear objectives and targets
- Develop and maintain appropriate systems of service quality monitoring
- Make sure that I am aware of, and work within, relevant legislation and our Council's Constitution, political framework, policies and procedures
- Turn good ideas into actions
- Strive for constant improvement in my personal and team's performance
- Take responsibility for the range of resources under my control, be they financial, people or physical, and use these creatively and efficiently to deliver the best possible service
- Work collaboratively to achieve service objectives
- Actively work to overcome difficulties and solve problems

I get the best out of people; to do this I

- Encourage others to participate in service improvement
- Recognise and celebrate good performance and take action to deal with poor performance
- Promote and encourage team work
- Am visible within my team and the organisation
- Communicate information up, down, across and outside the organisation in a timely and appropriate way
- Demonstrate trust in my team by effective delegation of authority
- Encourage people to make their own decisions where appropriate
- Use a "coaching style" whenever possible and appropriate
- Show consistency and integrity
- Build productive relationships within and beyond my own team
- Lead by example; I "do as well as talk"
- Develop myself and others in appropriate and creative ways in order to realise the best performance of both the individual and the business.
- Make other people feel valued
- Recognise that I and my team are encouraged to be confident