

The **Bromley** commitment to staff



In support of **Building a Better Bromley** (BBB) the Council's corporate operating principles set out our approach to creating a flexible, responsive organisation that can embrace new ways of working with partners and staff to maintain and improve services to our community. As part of this we are committed to providing a working environment in which staff can contribute to the success of the Council. This staff commitment sets out the responsibility we all share in making this happen.

Our commitment is underpinned by our **REAL** values and the belief that:

- > People come to work to do a good job and make a difference
- > Everyone should be treated with respect and valued
- > Managers have the right to manage but should do so fairly
- > People have personal accountability for their own development, behaviour and actions
- > Communication should be open and ongoing

We expect all employees to:

- Show commitment to achieving organisational (BBB) and service objectives
- Participate and contribute to finding more efficient ways of working and service delivery
- Actively participate in reviewing their own performance and development needs
- Recognise and value that everyone makes a different but important contribution

We expect all managers to:

- Set objectives that are challenging but realistic to support our organisational (BBB) and service objectives
- Encourage effective upward and downward communication amongst their staff group including use of regular team meetings, email, intranet etc
- Ensure that all learning and development activities, including induction are designed to enhance the performance of staff
- Give regular feedback on performance and review the impact/value of any development activities undertaken
- Encourage a 'can do approach' and manage the outcomes positively – give recognition for achievements and handle mistakes constructively

We expect all senior managers to:

- Lead and secure staff commitment to delivering organisational (BBB) and service objectives
- Keep colleagues informed about major developments and changes within the Council and consult them about plans or decisions that may affect them
- Ensure that learning and development activities, including induction support the achievement of organisational (BBB) and service objectives
- Ensure the appraisal process is used to improve performance and fully develop the potential of staff
- Promote and champion innovation and new ways of working