



Responsibility

We are mindful of how we can affect our colleagues, working to understand each others opinions and treating people with consideration.

Expected	Desirable	Aspirational
These must be demonstrated by all of us.	All of us should try to demonstrate these.	These are required by those who would like to progress into senior/managerial roles.
We are trustworthy, reliable and conscientious, striving to fulfil our role to the best of our ability.	We take personal responsibility for the work of a team, planning our own time to meet targets.	We manage others performance to achieve business targets, make measured decisions and are accountable for their impact.
We review our performance and look to improve, we are keen to learn from others.	We convey the importance of group responsibility to a team.	We set clear directions to enable colleagues to take ownership and responsibility for their work.
We are accountable for our performance, acknowledging and resolving any mistakes made.	We balance competing priorities to ensure all client requirements are met.	We do not shy away from difficult decisions and circumstances, resolving issues, balancing the needs of the individual and the business.
We challenge unacceptable behaviour to ensure both our own and others safety.		We advocate a blame free culture, allowing colleagues to make decisions without fear of reprisal.

Unacceptable Behaviour

- You do not take responsibility for your actions or acknowledge your mistakes.
- You ignore problems, or avoid them by not taking responsibility.
- You do not take ownership of your role and do not meet what is expected of you.
- You blame others or the process followed for your errors.
- You are unwilling to adopt new working practices that will benefit the business.
- You put others at risk by working unsafely.