THE ACADEMY
Developing Liverpool

PROFESSIONAL SERVICES COMMITMENT FRAMEWORK

MANAGING SELF AND PERSONAL SKILLS

- Continuously develop skills and knowledge relevant to you and your role
- Value difference, diversity and inclusion, ensuring fairness and opportunity for all.
- Express ideas and opinions clearly with respect for others
- Listen to and value different ideas, views and ways of working
- Respond constructively and objectively to comments and questions
- Navigate challenging conversations with assertiveness and sensitivity.
- Communicate clearly and concisely
- Develop and maintain professional networks to collaborate and share best practice
- Develop personal strategies to support own wellbeing

Associated University Value:
AMBITIOUS

DELIVERING EXCELLENT SERVICE

- Develop an understanding of how your role supports wider University / Departmental service objectives
- Understand your role responsibilities and how these contribute to service provision.
- Deliver work to or exceeding appropriate standards for the service being delivered
- Work with internal colleagues and external customers/stakeholders to understand their needs and expectations
- Seek opportunities for improvement using colleague / customer feedback
- Regularly reflect on your approach to customer service to enable improvements to be made.
- Work collaboratively to enhance service and resolve problems

Associated University Values:
RESPONSIBLE
COLLABORATIVE
INCLUSIVE

FINDING SOLUTIONS AND ACHIEVING RESULTS

- Take personal responsibility and be proactive in finding solutions
- Strive to maintain a high standard of work, even when under pressure
- Prioritise workload effectively using professional judgement to assess importance of tasks
- Have a proactive and flexible approach to planning and delivering your work
- Use every opportunity to share knowledge/expertise to influence results
- Openly communicate progress or challenges associated with completion of tasks
- Show a willingness to be objective and adopt new approaches to working based on unbiased, evidence-based solutions

Associated University Values:
INNOVATIVE
COLLABORATIVE

WORKING TOGETHER AND ENGAGING WITH WIDER CONTEXT

- Demonstrate respect for colleagues' differing circumstances and characteristics
- Seek ways to develop and maintain effective working relationships
- Understand where your role fits into collectively delivering team objectives
- Present your opinions and the interests of those you are representing constructively
- Seek to source and share useful information and resources with others
- Aim to remain optimistic in periods of change.

Associated University Values:
COLLABORATIVE
RESPONSBILE
INCLUSIVE

DEVELOPING SELF AND OTHERS

- Seek to improve and share knowledge
- Engage in reflection to enhance professional practice
- Be open to give and receive constructive feedback
- Seek opportunities to undertake personal and professional development
- Seek networking opportunities with those outside your immediate work area
- Seek opportunities to share your practice with others
- Regularly assess your development needs and strengths
- Develop an understanding of career growth opportunities

Associated University Values:
COLLABORATIVE
INCLUSIVE