

Business Support (Bands 1 – 2) – Behaviour Framework

caring for and about
you is our
top priority

Striving for excellence

- + Treats everyone with respect
- + Works well when busy without appearing rushed or irritated
- + Provides colleagues with the help and support they need

Tailoring Care

- + Adapts the way they work, ensuring they meet the needs of others
- + Keeps an open mind when faced with challenges and looks for solutions
- + Does what they can to make other peoples jobs easier

committed
to providing good quality,
safe services

Maximising value

- + Thinks about how to do their job in a way that saves their department money
- + Finds ways to spend more time on the things that really matter
- + Gets involved with new ideas and in making things better

Delivering success

- + Gets things done and meets deadlines
- + Positive and optimistic during difficult times; encourages others to do the same
- + Quick to change their pace of work when needed

working together
with **you** to develop
innovative solutions

Working across boundaries

- + Works well with colleagues from other teams and understands their needs
- + Gets to know their colleagues well; finds how to best work with and support them
- + Passionate about what they do; speaks highly of the team and organisation

Inspiring others

- + Values the differences in profession, temperament and diversity of their colleagues
- + Willing to speak to others when they see them doing something wrong
- + Encourages and congratulates their colleagues