



Staff Charter

Barking & Dagenham

Staff Charter B&D

The Place to Work

If you work at Barking and Dagenham, you can expect the following:

- ✓ To be valued and respected by all, regardless of your background.
- ✓ A competitive pay package that is fair, a decent pension for the future and employee benefits that make life just that little bit easier.
- ✓ A positive approach to flexible working, supporting the need for everyone to have decent work/life balance.
- ✓ Commitment to your well-being: we'll keep you safe and healthy while at work and help you stay that way.
- ✓ If you become unwell, we'll give you the support you need to get back on your feet again.
- ✓ To receive an effective and well put together induction that lets you get to know about working with us.
- ✓ Regular supervision with your line manager, six month reviews and an annual appraisal that celebrates your success and gives you pointers to improve, grow and develop.
- ✓ Investment in your learning and development – to build your skills in the short-term and to help you reach your career goals.
- ✓ To be kept informed: through team briefings, the staff magazine and on the intranet; all designed to keep you up-to-date.
- ✓ A clear vision: we'll set out what we do, why we do it and what our goals for the future are – and get you involved to help shape and deliver on each.
- ✓ To be consulted when change happens, because it always does and because your views really do count.
- ✓ A workplace where those who fail to perform are challenged and poor performance is tackled.
- ✓ There won't be blame when honest mistakes are made – especially if you learn from them.
- ✓ To be appreciated – we'll say 'thank you' when you achieve, no matter how big or small your contribution. We will jointly celebrate our successes.
- ✓ We will provide you with the right tools to do the job.
- ✓ Staff friendly policies and procedures, used by managers to support your welfare.



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And what we expect of you:

- ✓ To value our customers and those we serve – each and every day, in everything we do: we're here for them.
- ✓ To be a positive ambassador for the London Borough of Barking and Dagenham – inside and outside of work.
- ✓ To treat your colleagues with respect: Challenge bullying and harassment. To tell us when things go wrong – constructively and with care for the opinions of colleagues.
- ✓ To learn from mistakes, to build on lessons learned and never blame others.
- ✓ Take responsibility for health and safety of yourself, customers and colleagues.
- ✓ To get involved and stay informed – so you know what's going on around your team and across the Council.
- ✓ To work with your supervisor or manager, agreeing objectives together.
- ✓ To identify where you can develop and learn – and work positively with your manager or supervisor to achieve even better.
- ✓ To strive for continuous improvement in everything you do and to access the training and information you need to grow.
- ✓ To challenge poor performance – in a way that's transparent, firm and fair.
- ✓ Own service issues; do not see it as someone else's responsibility.
- ✓ To acknowledge resources are stretched and recognise that we need to make the most out of every penny that's spent.
- ✓ To thank others for the contribution they make.
- ✓ To embrace change when and where it happens – because it isn't always bad and it often turns out for the better.
- ✓ To recognise that not every day is great – no job is perfect, work with us to build on the good and tackle what needs to improve.
- ✓ To have fun, now and again!



INVESTORS
IN PEOPLE