Commercial & Campus Support Services

Our Culture

Our Mission: to inspire through excellence

Our Vision: our vision is that we will provide excellent, financially sustainable services and facilities to our customers

As staff in Commercial & Campus Support Services we are committed to creating and reinforcing this culture. We will:

- Value teamwork and participation by all staff, whatever the level, and believe in personal development and the nurturing of talent and potential;
- Have structure to the way we work, but with freedom for leaders to ensure those systems are fit for the specific workplace;
- Work in a positive and friendly environment where staff are known to each other and commitment to each other and the Service is high;
- Emphasise trust, respect, openness and honesty with each other;
- Share our performance widely and discuss improvements openly and without cause for concern;
- Value efficiency, ensure we operate a smooth running service but value the distinctiveness our people bring to our service.
- Be dynamic and entrepreneurial, anticipate the needs of customers and surprise and delight them by being innovative and responsive;
- Commit to excelling and being the best in what we do, compete with the best, outperforming private sector too;

Our Values

- Show You Care
- Share a Smile
- Know Your Stuff
- Go the Extra Mile

We know we're getting it wrong when we:

- Say “it's not my job”
- Openly criticise colleagues
- Sap energy from others
- Ignore issues and problems