









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