

FLEXIBLE WAYS OF WORKING GUIDANCE

Leaders/Managers/Supervisors

To trust, support and develop individuals as much as we are able by:

- Embracing flexible ways of working that improve the working life of our teams, whilst primarily meeting the needs of the business; ensuring a two-way flexibility.
- Tasking with clarity and in a timely manner where possible.
- Focusing on output and performance against objectives.
- Ensuring that teams feel trusted (liberated and enabled) to get on with tasks in hand, whilst also being approachable and available to staff when support is required.
- Supporting staff when genuine mistakes are made, investigating what has gone wrong and supporting improvements without blame. In the event that mistakes are made (unless urgent) these should, where possible, be discussed in person rather than via emails in order to allow for meaningful discussion and exploration.
- Ensuring teams feel valued by recognising achievements and promoting a culture of two-way communication.
- Using meeting time effectively by ensuring that meetings only take place when necessary and that formal meetings have a structured agenda.
- Ensuring that teams are able to participate in workplace wellbeing initiatives and that any concerns raised as part of Wellness Action Plans are addressed when reasonable to do so.
- Manage and role model an effective work life balance.



**HIGH PERFORMING
LEADERSHIP
& TEAMS**

‘Work is something you do, not somewhere you go’

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Health and Wellbeing

All employees should take responsibility for their own wellbeing and the wellbeing of colleagues by:

- Avoiding burnout, for example by switching off work notifications during annual leave periods, on non-working days and only contacting each other regarding workplace issues/queries outside of working time for matters of urgency.
- All internal college meetings including team meetings/1:1s should ideally finish 5 minutes to the hour/half hour to give colleagues time to prepare for their next meeting to start.
- Internal college meetings should, where possible, not be scheduled between the hours of 1pm and 1.30pm to afford a protected lunch break.
- Internal college meetings should, where possible, be kept to a minimum on a Friday after 1pm.
- Being respectful of each other and each other's workloads.
- Avoiding a culture of blame by discussing workplace concerns/issues with each other respectfully.
- Communicating with clarity and minimising out of hours email traffic when choosing to work outside of normal working times.
- Consider using the following e-mail signature in e-mails sent outside the hours of 8am – 5pm, Monday to Friday: I sometimes work at irregular times, so if this email arrives in your inbox out of hours, I don't expect you to read, action, or reply to it outside of your working hours.
- Taking proper (wellbeing) breaks during the working day.
- Seeking support from colleagues/line managers in times of need.
- Participating in workplace wellbeing initiatives.



**THE CAPACITY,
RECOGNITION AND
WELLBEING OF
OUR PEOPLE**

'Work is something you do, not somewhere you go'

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Team Members

To be respectful, hard-working and take responsibility for work performance and actions by:

- Embracing flexible ways of working that improve our working life whilst primarily meeting the needs of the business, ensuring a two-way flexibility.
- Delivering completely and in a timely manner (meeting deadlines & when required, renegotiating deadlines in advance).
- Owning mistakes and seeking to improve.
- Being honest and open with any support required from my line manager/supervisor, taking responsibility for my own CPL and asking questions if unsure.
- Ensuring effective use of meeting time by preparing well and contributing, particularly at team meetings, PMRs and 1:1s – promoting a culture of two-way communication.
- Regularly reviewing our working policies and processes to ensure that they are lean and efficient.
- Always considering which method of communication is most appropriate.



**ENABLED &
LIBERATED
WORKFORCE**

‘Work is something you do, not somewhere you go’

CORNERSTONES OF SUCCESS

**THE CAPACITY,
RECOGNITION AND
WELLBEING OF
OUR PEOPLE**

**THE QUALITY &
RELEVANCE OF OUR
EDUCATION PROVISION**

**THE CONTRIBUTION
FROM OUR
UK COMMERCIAL &
INTERNATIONAL
ACTIVITIES**

**ENSURING THAT OUR
USE OF INFORMATION,
FINANCES & ESTATE
ENABLES GREAT
LEARNING**

'Work is something you do, not somewhere you go'