

The FM Commercial Services Team Charter

The FM Mission: our purpose and aspirations

“To maintain a beautiful campus for the enjoyment of all. We strive for excellence in all that we do, to create a safe and vibrant place to study, live and work”.

The FM Values: guiding our decisions and our behaviour - (how we act)

“All that we do is underpinned by our values. Our values are embedded in our words and actions, our decision making, and our performance”.

We are Welcoming and Inclusive

We:

- Respect, value and welcome everyone and their opinions
- Are friendly, polite, professional and engaging when dealing with customers and each other
- Embrace the individuality of all our customers and team members
- Are receptive to change and welcome new team members and ideas

We are Passionate, Engaged and Proactive

We:

- Build a team with positive communication to help us make things happen
- Listen and consider new ideas and suggestions to improve and enhance our methods, procedures and service
- Encourage each other and work positively and passionately together
- Engage in the development of each individual through ongoing training and development

We Act with Integrity, Respect and Openness

We:

- Communicate openly and honestly with each other
- Deliver and receive feedback between each other effectively
- Respect every individual's opinions without prejudice, bias or pre-judgement
- Strive to resolve any conflict straight away in a respectful manner

We Take Ownership

We:

- Hold ourselves accountable for our own actions and behaviour
- Are approachable and use our initiative, taking responsibility for our daily tasks
- Communicate everything effectively to ensure a smooth operation at all times
- Follow up on everything we are accountable for and aren't afraid to try something new, even if it fails