

The FM Finance 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:

- Put the customer first and see things from their perspective
- Are approachable
- Are polite, friendly and supportive
- Respect opinions and listen to one another

We Act with Integrity, Respect and Openness

We:

- Treat others as we would want to be treated
- Act fairly, honestly and responsibly
- Are supportive with each other, sharing knowledge and expertise
- Communicate in a professional manner

We are Passionate, Engaged and Proactive

We:

- Give and receive feedback to enhance service
- Thrive on new ideas and seek to continually improve
- Contribute to the professional work environment, demonstrating care and ‘right first time’ delivery
- Promote the University, the Department and our service positively, to all stakeholders
- Seek innovation for services to all key stakeholders

We Take Ownership

We:

- See the job through with no task too small
- Know our own roles and responsibilities thoroughly
- Provide business continuity and take responsibility for improving the efficiency and effectiveness of the service
- Are organized and professional, to deliver our goals and objectives
- Take responsibility to improve environmental sustainability within our service