

The FM Post & Printroom 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:

- Value our students, using our knowledge and expertise to help them along their journey
- Embrace the strength that diversity brings to our workplace
- Treat all our stakeholders with respect
- Recognise the value feedback gives us to enable to grow

We are Passionate, Engaged and Proactive

We:

- Embrace both the receiving and providing of feedback and adapt accordingly
- Proactively use new ideas and technology to improve our services
- Work with others from across our sector and allied professions to seek innovations and ideas to improve our services
- Continually seek new ways to enhance the student journey and our stakeholder's experiences

We Act with Integrity, Respect and Openness

We:

- Use empathy to drive our decisions and actions
- Act with integrity and fairness in all that we do
- Are open in all that we do, happy to explain our procedures and standards
- Act with professionalism to drive an excellent student experience

We Take Ownership

We:

- Do any task, no matter of size and impact, to the best of our abilities
- Recognise that our decisions and actions reflect who we are and who we want to be
- Take ownership of how we are seen by our students and stakeholders and use that to drive continual improvement
- Act with professionalism in delivering our services
- Recognise our stewardship of the environment and use it to drive sustainable decisions and actions