

# The FM Service Delivery and Insight 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**

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*We:*

- Always have a positive, professional and friendly approach
- Actively engage in promoting a team that wants to help
- Always listen to our customers needs
- Build positive relationships

### **We are Passionate, Engaged and Proactive**

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*We:*

- Always display a positive attitude
- Go the extra mile to deliver a positive customer experience
- Actively look for constructive feedback and use it to improve our services
- Have a can do attitude

### **We Act with Integrity, Respect and Openness**

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*We:*

- Recognise the diversity of our customers and their needs
- Understand the importance of our customers and their needs
- Deliver transparency in all forms of customers communications
- Support our colleagues so the customer receives an excellent customer experience

### **We Take Ownership**

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*We:*

- Work together to meet the customer needs and expectations
- Deliver and see resolutions through to the end
- Openly support new ideas and learn from our experiences
- Develop our knowledge