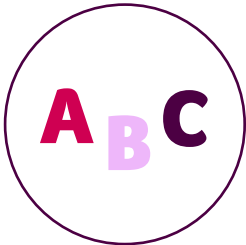




SPARK
BRILLIANCE



BETTER
WHEN SIMPLE



STRONGER
TOGETHER



STEP
FORWARD



CARE
& PROTECT

IN A 'NUTSHELL'

| | | | | |
|--|--|---|--|--|
| We are passionate about giving people the opportunity to 'have a go'. We encourage creative ideas and solutions and are utterly committed to innovation and want to develop an environment where people can fulfil their potential | We strive to make things feel easy and not put unnecessary barriers in the way of achieving our goals. We are effective by being clear and consistent. | We enjoy working, sharing and learning together. We harness the power of collaborating, where people feel invested in our common purpose and supported by colleagues and the charity. | We focus our energy to deliver an environment where things happen. We take ownership and are pragmatic and practical, whilst learning from mistakes. | We share a sense of duty to our customers, colleagues and the charity. We will be accountable for undertaking our responsibilities to ensure that all those connected with the charity feel safe and secure. |
|--|--|---|--|--|

KEY WORDS

| | | | | |
|-----------|---------------|-------------|-------------------------------|-----------------------------------|
| Create | Safe & Legal | Commitment | Courage to do the right thing | Leave it better than you found it |
| Improve | Helpful | Respect | Roll up our sleeves' | Be Accountable |
| Initiate | Workable | Participate | Prepared to Intervene | |
| Encourage | No 'Red Tape' | | Determination | |

BEHAVIOURS FOR EVERYONE

TO DEMONSTRATE THIS VALUE...

| | | | | |
|--|---|--|---|--|
| I will share my ideas with others to help build on them and encourage those around me to be creative | I will be simple and clear in my communications to ensure that people have the information that they need to do their job | I will build trust and collaborate proactively with employees and volunteers across all of Royal Voluntary Service | I will focus my efforts on getting the best possible outcome for our customers | I will be accountable, and deliver what I say |
| I will focus on the future rather than over-analysing the past | I will recognise that everyone's time is important and attempt never to waste it | I will listen to others views with an open mind | I will have courage and welcome changes that will improve the way the charity operates and will encourage others to do the same | I will 'own' problems and show persistence to overcoming obstacles that may get in my way |
| I will think wider than my current role, or area of the charity, to make the whole charity better | I will seek to continually simplify and improve processes, procedures and activities, prizing results over style. | I will respect that people have different approaches and will adjust my style when required | I will seek out opportunities where I can make a difference | I will treat my colleagues, customers and all connected with the charity with dignity and respect at all times |

IN ADDITION WHEN YOU'RE A MANAGER OR LEADER

TO DEMONSTRATE THIS VALUE...

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|--|---|--|--|--|
| I will act as a role model by leading the way on innovation and continuous improvement | I will ensure that my team are clear on the purpose and objectives of their role | I will take responsibility for directing, engaging and involving the team | I will ensure that the objectives of the charity are translated into achievable objectives for my team | I will support the growth and development of my team by providing on the job development |
| I will support and enable my team to try out new ideas | I will ensure that my team use simple terminology and provide clarity to their people | I will ensure my team consult and collaborate with colleagues and sources of expertise | I will actively encourage my team to be adventurous to help them be the best that they can be. | I will praise success and publicly celebrate the achievements of my team |

BEHAVIOURS FOR EVERYONE

ACTIONS THAT UNDERMINE THE VALUE

| | | | | |
|---|--|---|--|--|
| Doing the least in order to just get by and will accept a 'that will do' approach | Using jargon to exclude people or to feel superior | Being unapproachable and 'difficult' to deal with. | Leaving 'it' to someone else to do or improve | Taking risks that may cause harm to an individual, group or the charity |
| Waiting to be told what to do next and avoiding new or difficult challenges | Creating processes that are purely focused on own needs rather than simplifying them for the end user. | Being inconsistent in approach and behaviour - saying one thing and doing another | Being unreliable and not being prepared to admit and learn from mistakes | Undermining the charity with careless talk |
| Showing little enthusiasm, interest or passion in initiating action that benefits the charity and its customers | Continuing to use processes that are no longer 'fit for purpose' rather than raising the issue or offering improvements. | Looking after my own objectives, retaining valuable information without consideration of the implications on others | | Gossiping about people connected to the charity, undermining them or making them feel uncomfortable. |