



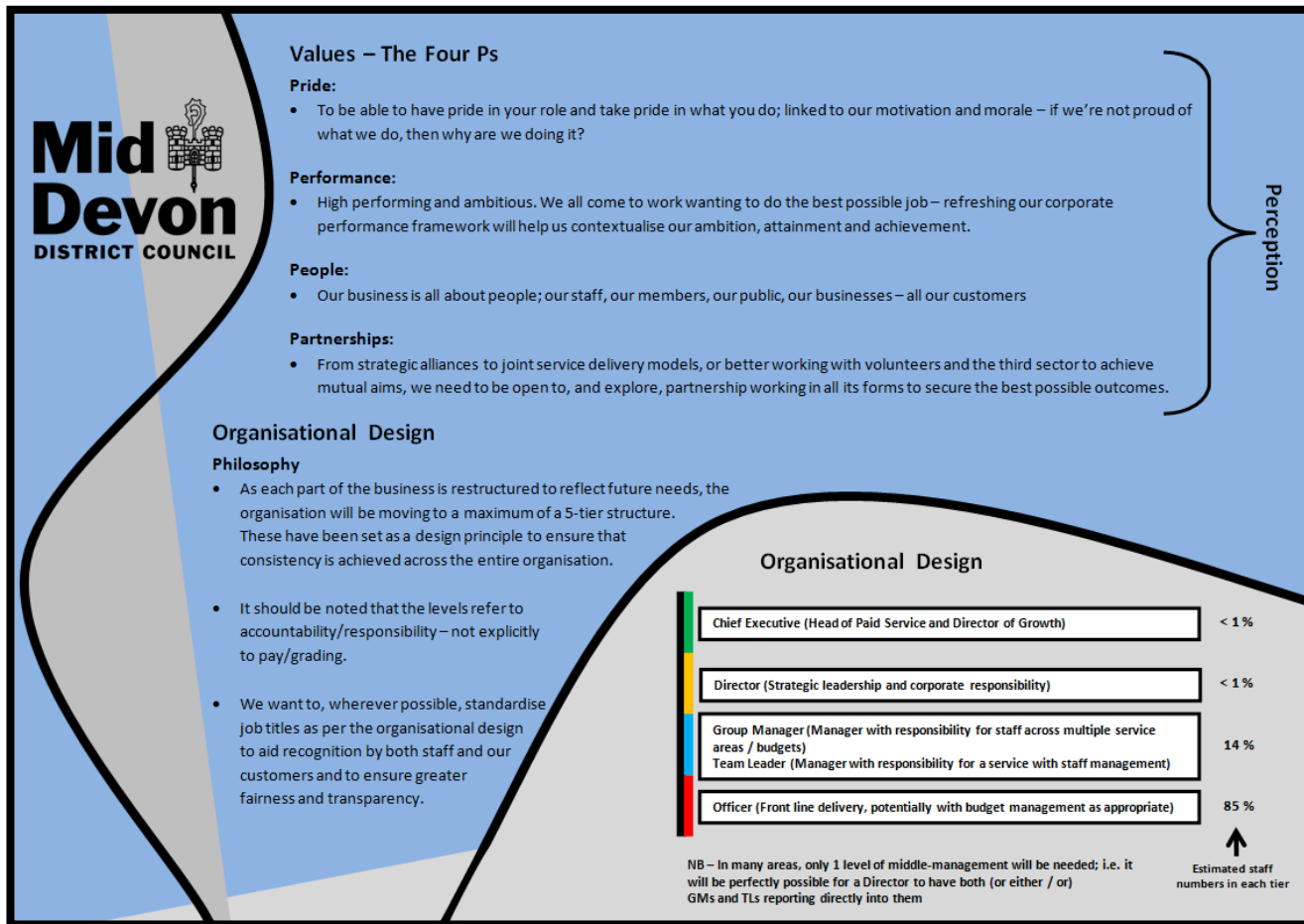
# Staff Charter



# Mid Devon District Council – Staff Charter

## Introduction:

The aim of this charter is to set out some guidelines for staff so that they understand what is expected of them and what to expect of their employer.



We take the health and wellbeing of our staff very seriously and, to that end, we have various policies which help to protect staff in certain situations. These are:-

- Whistleblowing policy** –this is available for staff who have concerns about the legality of anything the Council is doing or any unsafe practices which are occurring. In the first instance we would hope that any such matter can be brought to the attention of your manager and be addressed. However, if this does not happen you are encouraged to use the Whistleblowing policy. This is an important area for us; staff should be free to bring wrong-doing of any sort to the attention of management at the Council and know that they will be supported through the process.
- Dignity at Work policy** - bullying and harassment of anyone is not acceptable in any working environment. That means you should not bully others and you should not have to endure bullying yourself. The Dignity at Work policy will give you information about what to do if you find yourself in this sort of situation. Please talk to your manager and/or HR to get support as soon as possible - You will be taken seriously and you will be supported. No one should have to dread going to work, so please do not suffer in silence if this happens.

The Leadership Team takes these issues very seriously and would hope that staff take them seriously too and report any concerns. We want to get the very best out of the staff who work for us and in order to do this we need to give you the opportunity to enjoy coming to work.

**Common Purpose:**

To enable staff to achieve their full potential and use their skills to develop and progress, with help from clearly agreed goals and objectives.

Individuals can expect:	Individuals are expected to:
<ul style="list-style-type: none"> <li>to be involved in setting the goals and objectives of the Council</li> </ul>	<ul style="list-style-type: none"> <li>participate in setting the goals and objectives of the Council</li> </ul>
<ul style="list-style-type: none"> <li>a clear example/framework to follow</li> </ul>	<ul style="list-style-type: none"> <li>follow the framework set out by the values of the 4Ps</li> </ul>
<ul style="list-style-type: none"> <li>the Council to want what's best for you</li> </ul>	<ul style="list-style-type: none"> <li>represent the Council and its values</li> </ul>
<ul style="list-style-type: none"> <li>to feel valued</li> </ul>	

**Communication and Involvement:**

To know that what staff say or do will be positively acted upon, that they are informed about the developments of the Council and are consulted on any plans or decisions that may affect them.

Individuals can expect:	Individuals are expected to:
<ul style="list-style-type: none"> <li>to be kept informed on matters that affect them and the council</li> </ul>	<ul style="list-style-type: none"> <li>communicate their views respectfully</li> </ul>
<ul style="list-style-type: none"> <li>to give their honest opinions, without fear of backlash (Whistleblowing policy)</li> </ul>	<ul style="list-style-type: none"> <li>support colleagues who may hold different views</li> </ul>
<ul style="list-style-type: none"> <li>a regular channel of communication to deliver relevant information and feedback</li> </ul>	

**Equality and Diversity:**

To be protected against discrimination and know that appropriate procedures are in place to identify and handle any issues that may develop. Opportunity for all is promoted and the chance for an individual to achieve their potential is offered.

Individuals can expect:	Individuals are expected to:
<ul style="list-style-type: none"> <li>to be treated fairly</li> </ul>	<ul style="list-style-type: none"> <li>treat each other with respect</li> </ul>
<ul style="list-style-type: none"> <li>a fair representation from the Council and the Union</li> </ul>	<ul style="list-style-type: none"> <li>take action, going through the right channels, if others are not treated fairly</li> </ul>
<ul style="list-style-type: none"> <li>the correct protocol to be followed in every case of discrimination or prejudice</li> </ul>	<ul style="list-style-type: none"> <li>always have due regard to considerations of equality</li> </ul>

**Health, Welfare and Support:**

The health and wellbeing of all individuals will be promoted.

Individuals can expect:	Individuals are expected to:
<ul style="list-style-type: none"> <li>the Council to treat employees' health and well-being as a main priority</li> </ul>	<ul style="list-style-type: none"> <li>be responsible for working safely</li> </ul>
<ul style="list-style-type: none"> <li>easily accessible support</li> </ul>	<ul style="list-style-type: none"> <li>be able to recognise risks</li> </ul>
	<ul style="list-style-type: none"> <li>know the correct procedures and follow them to get risks addressed and resolved</li> </ul>

**Opportunity for Learning and Development:**

Individuals are encouraged to expand their knowledge, skills and abilities and apply the competencies they have gained.

Individuals can expect:	Individuals are expected to:
<ul style="list-style-type: none"> <li>resources and support to be readily available and accessible, to help achieve personal progression</li> </ul>	<ul style="list-style-type: none"> <li>take responsibility for their own personal progression</li> </ul>
	<ul style="list-style-type: none"> <li>be willing to share their skills and knowledge to help others learn</li> </ul>

## **Responsibilities of Officers:**

***Officers are responsible for delivering a vast range of council services and functions. They should feel empowered to deliver these services and be able to take responsibility for the satisfaction of customers, whether these are the public or our elected members. They should:***

- Work effectively to agreed standards
- Aim to deliver outstanding customer satisfaction and resolve complaints at the first opportunity
- Treat people fairly and with respect, adhering to the dignity at work policy
- Adhere to all Mid Devon District Council values, policies and procedures including those for sickness, absenteeism and flexible working
- Take pride in their role and understand the impact of their behaviour on others
- Prepare, engage with and participate in the annual PDR (Performance Development Review) and upload the PDR document to MyView
- Raise issues and seek clarification about expectations, behaviours and rules from their manager if they are unsure about them
- Take ownership of their personal performance and seek to engage constructively with their manager
- Seek opportunity to continuously improve and develop themselves
- Ensure, as far as is reasonably practicable, their personal health, safety and welfare at work
- Communicate and engage with their manager and team regularly
- Complete the essential CPD and H&S training to ensure compliance and upload certificates to MyView

## **Responsibilities of Managers:**

***Managers are responsible for both the performance and welfare of their team. The principles of good management at Mid Devon District Council are to facilitate achievement, enable performance, address issues of welfare, and tackle any instances of inequality or injustice. They should:***

- Lead by example through their individual performance and behaviour, providing staff with clear guidance and direction
- Provide coaching and support to staff to foster development and continuous improvement, at a team and individual level, and seek to create an honest and open culture where staff can express ideas and feel supported
- Have regular performance-based discussions, including (at least) an annual PDR and development plan, agreeing objectives for performance and development; and a mid-year review to assess progress, providing constructive feedback on performance and learning opportunities, and a review of core competencies on an annual basis
- Ensure objectives and performance standards are realistic, achievable, communicated, understood and in line with the employee's job description
- Ensure, as far as is reasonably practicable, the health, safety and welfare at work of their teams
- Explore opportunities for continuous service improvement and support staff through both incremental and transformational organisational change
- Aim to resolve issues or conflict promptly and effectively
- Manage issues of capacity (resourcing) and capability (outcomes) where individuals and teams are not meeting standards of performance required
- Manage sickness and absenteeism in line with the Council's sickness policy
- Communicate regularly with staff through both team meetings and regular 1-1s
- Seek opportunities to delegate and develop staff to their maximum potential, ensuring that a training and development record is kept for all staff including CPD, H&S, Post Entry and personal development
- Ensure officers are up to date with essential CPD and H&S training to ensure compliance and ensure staff certificates are either saved into My View or stored securely
- Manage the recruitment, selection, induction and probation processes
- Manage performance and disciplinary discussions as required