

London Metropolitan University Staff Charter

Why we should have a Staff Charter?

- Because we should practice what we preach: “live our values”.
- To give us a standard we can all live up to.
- To give colleagues confidence in knowing what is expected of them and in what they are doing.
- To make clear to colleagues what we can expect of one another.
- To provide a basis for good working relationships.
- To reassure students and partners they can expect consistency in their dealing with colleagues.
- To help create a working environment that is equitable for all.
- To support our strategic commitment to building a more trusting culture.
- To help us in realising the University’s mission.
- It is, of itself, good practice. Our partners invariably have such a Charter.
- Gives practical expression to our commitment to Quality, Responsibility, Collaboration and Openness.

Introduction

London Metropolitan University is committed to “transforming lives through education and research of quality, meeting society’s needs through our socially responsive agenda and building rewarding careers for our students, staff and partners”. The University recognises that to realise this mission – and indeed all the objectives laid out in the Strategic Plan 2010-2013 including the commitments made there to enhancing the student experience then – it must seek to sustain a positive professional working environment throughout the University in which all staff and students are able to flourish to the best of their ability.

This Staff Charter is just one of the ways in which the University aims to do just that. The Charter reaffirms the University’s commitment to valuing, supporting and treating all staff with respect. More than that the Charter sets out a series of reciprocal commitments between the University and staff outlining how the University will support staff in sustaining the highest professional standards on the one hand, and,

equally, the expectations the University has of all staff in seeking to realise our mission on the other. We will work by and London Met will be known for the following values.

Values	Conduct	As members of staff we are expected to...	As members of staff we can expect...
Sustainability <i>In our use of resources</i>	<ul style="list-style-type: none"> • Safeguarding 	<ul style="list-style-type: none"> • Make best use of the resources that we have available to us. • Help to develop staff and students in new ways to be environmentally aware. • Be responsive to the needs of students in relation to their retention, progression and achievement. 	<ul style="list-style-type: none"> • Individual managers will seek to optimise their resources in line with the University's mission and strategic objectives. • University policy on sustainability to be actively communicated and promoted. • Support and guidance on the most effective approaches to enhancing student progression and achievement.
	<ul style="list-style-type: none"> • Monitor 	<ul style="list-style-type: none"> • Evaluate our activities with respect to the environment, and work towards environmental viability. 	<ul style="list-style-type: none"> • The effectiveness of the use of our resources to be reviewed on a regular basis against best practice in the sector and beyond.
	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •

Values	Conduct	As members of staff we are expected to...	As members of staff we can expect...
Quality <i>In our educational, research and enabling services</i>	<ul style="list-style-type: none"> Putting the interests of our students, clients and partners first. 	<ul style="list-style-type: none"> Consistently deliver a high standard of Student Experience. 	<ul style="list-style-type: none"> The commitments and undertakings expressed in the University's service level agreements to be kept.
	<ul style="list-style-type: none"> Taking responsibility for supporting and guiding students. 	<ul style="list-style-type: none"> Maintain the currency of courses in order to progress the learning and achievement of students. 	<ul style="list-style-type: none"> Support and guidance on the most effective approaches to the evaluation of teaching and of modules and courses.
	<ul style="list-style-type: none"> Actively seeking feedback on our work and responding to it in a positive way that meets the needs of our students, clients and partners. 	<ul style="list-style-type: none"> Strive towards excellence in all aspects of the delivery of learning, teaching, research and professional service. Deliver quality teaching which is based upon excellence in scholarship and research. 	<ul style="list-style-type: none"> Support and guidance on professional development activity both within and beyond the University Professional development opportunities to ensure your needs are met
	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none">

Values	Conduct	As members of staff we are expected to...	As members of staff we can expect...
Diversity <i>In our people, our courses, our methodologies</i>	<ul style="list-style-type: none"> Being an ambassador when representing our team, department, faculty or the university. 	<ul style="list-style-type: none"> Support the University in developing meaningful partnerships with local and international communities. 	<ul style="list-style-type: none"> To be fully briefed to ensure you are able to make the most of these opportunities for yourself and for the university
	<ul style="list-style-type: none"> Being committed to the vision and values of London Met. 	<ul style="list-style-type: none"> Treat everyone fairly, equally; with dignity and with respect. Value, respect and promote equality and diversity in the delivery of all aspects of work. 	<ul style="list-style-type: none"> To be treated with respect and trust. Not to be disadvantaged by gender, race, ethnic or national origins, religious or political beliefs, disability marital status, age, health, family responsibilities, sexuality, background or any other irrelevant distinctions.
	<ul style="list-style-type: none"> Being responsible for following diversity and equal opportunity good practice. 	<ul style="list-style-type: none"> Monitor and evaluate diversity on a regular basis – including, when teaching, the diversity of the student profile on our modules and courses and also the profile of achievement for students from diverse backgrounds. 	<ul style="list-style-type: none"> To receive the information necessary to monitor and evaluate student progression and achievement, customer experience, etc.
	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none">

Values	Conduct	As members of staff we are expected to...	As members of staff we can expect...
Responsibility <i>To a socially inclusive world, the environment, and ourselves</i>	<ul style="list-style-type: none"> Respond to student feedback in ways that ensure the students' evaluation of their experience is positive and their objectives are achieved. 	<ul style="list-style-type: none"> Be responsible to the students; seeking to provide the best possible student experience in relation to the work that we do. 	<ul style="list-style-type: none"> Individual university managers to promote, practise and uphold the values and behaviours of the Staff Charter.
	<ul style="list-style-type: none"> Accepting responsibility for our own work. 	<ul style="list-style-type: none"> Provide a professional service to staff, students and other partners. Behave and act professionally, ethically, and responsibly in line with University policies and procedures. 	<ul style="list-style-type: none"> Support and guidance on customer service approaches to clients for all staff.
	<ul style="list-style-type: none"> Continuing our own learning and development and maintaining our professional competence. 	<ul style="list-style-type: none"> Engage in staff development and maintain professional standards so we can undertake duties and responsibilities to the highest standard. 	<ul style="list-style-type: none"> To be involved in drawing up our own individual personal development plan and participating in staff development activities for the furtherance of our personal and professional development.
	<ul style="list-style-type: none"> Being courteous and caring in dealing with others. 	<ul style="list-style-type: none"> Adopt a shared and responsible attitude to providing a healthy and safe working environment. 	<ul style="list-style-type: none"> A safe and secure environment in which to work
	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none">

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<p>Collaboration <i>With each other, as a learning community and as a proud member of public higher education</i></p>	<ul style="list-style-type: none"> Seeking out best practice in our area of work and applying it. 	<ul style="list-style-type: none"> Be an active participant in our internal and external professional community of practice. Work collaboratively to embrace and support activities that positively enhance our position in the world. 	<ul style="list-style-type: none"> To be kept fully informed about the work of our department on a regular basis and to receive prompt attention from colleagues across the University when seeking information and guidance in line with the University's service level agreements. Support and guidance in maximising opportunities for professional achievement within the University and external recognition beyond the University.
	<ul style="list-style-type: none"> Taking pride in our skills and expertise while recognising those of colleagues too. 	<ul style="list-style-type: none"> Work with colleagues to collaboratively achieve the desired outcomes of the University Work cooperatively with colleagues, valuing the contribution of others; and sharing knowledge and expertise 	<ul style="list-style-type: none"> To be actively engaged with colleagues in the vision, goals and strategic aims of the University Opportunities to collaborate in cross-department and/or faculty activity as appropriate.
	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none">

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Flexibility <i>To the needs of our students, staff and partners</i>	<ul style="list-style-type: none"> Being open to learning from others. 	<ul style="list-style-type: none"> Embrace new initiatives constructively, seeing them as an opportunity to make a positive impact. 	<ul style="list-style-type: none"> Individual, team and department/faculty objectives which are realistic and challenging.
	<ul style="list-style-type: none"> Maintaining well-being. 	<ul style="list-style-type: none"> Take steps, and seek help, to affect a work/life balance, and to deal with conflicting demands. 	<ul style="list-style-type: none"> Policies and practices to promote flexible working and to support personal, domestic and family commitments.
	<ul style="list-style-type: none"> Doing things within agreed deadlines. 	<ul style="list-style-type: none"> Be adaptable to the needs and expectations of students, staff and partners in meeting mutual goals. 	<ul style="list-style-type: none"> Services that meet student, staff and partner needs.
	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none">

Values	Conduct	As members of staff we are expected to...	As members of staff we can expect...
Openness <i>Our willingness to change, adapt and trust one another</i>	<ul style="list-style-type: none"> Share knowledge, information, expertise, and good practice openly and freely (<i>while respecting the confidentiality of our clients and partners, mitigating circumstances affecting students and the legislative requirements of the Data Protection and Freedom of Information Acts</i>). 	<ul style="list-style-type: none"> Take responsibility for using the full range of communication channels provided by the University. 	<ul style="list-style-type: none"> Access to information about all forms of support provided by or through the University.
	<ul style="list-style-type: none"> Being willing to give and receive feedback on our work in a constructive and blame-free way 	<ul style="list-style-type: none"> Give and receive feedback constructively to facilitate improvements in the way things are done. 	<ul style="list-style-type: none"> Appropriate levels of support, management and supervision including annual review.
	<ul style="list-style-type: none"> Respecting and valuing diversity and difference amongst our colleagues. 	<ul style="list-style-type: none"> Treat everyone we meet in the course of our work as we would wish to be treated ourselves. 	<ul style="list-style-type: none"> To understand how our individual role contributes to the wider goals and objectives of the University.
	<ul style="list-style-type: none"> Being honest and trustworthy in dealing with others. 	<ul style="list-style-type: none"> Proactively discuss concerns openly and constructively, in order to reach a sound resolution. Be involved and engaged in key discussions, and contribute and be adaptable to decisions that will impact upon us all. 	<ul style="list-style-type: none"> To be provided with accurate details of the services offered and to be consulted upon the effectiveness of services provided

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