

## Tier 3 profile



### Core purpose

Deliver Thirteen's strategic plan through service and team plans.

Lead your area by ensuring your colleagues understand their roles and are motivated to achieve performance targets and deliver great things.

Connect with your colleagues across the business and work collaboratively to support projects in other areas.

### Expectations

As a head of service / colleague, you have a responsibility for creating an environment where people feel positively challenged. It's your role to help your team members feel motivated and connected to do exceptional things.

This means being an ambassador for great days at work, showing others their value, helping them feel proud of what they are delivering, enhancing their confidence and motivation, as well as helping them be accountable for delivering what is required.

### You'll do this on a day to day basis, if you deliver on the strategic priorities as follows...

#### Great customer experience

- Put service excellence at the forefront of everything you do and inspire others to do the same.
- Place customers at the heart of service plan delivery to ensure a great customer experience.
- Understand our customers' unique needs and challenges and work with colleagues to remove barriers to service excellence.

#### Delivering quality places to live and improving neighbourhoods

- Drive positive impacts through a clear focus on bringing the best outcomes.
- Proactively seek opportunities for innovation and improvement as you influence and translate service plans that make a difference.

- Develop connections and invest in partnerships that support Thirteen's plans.

#### Being team Thirteen

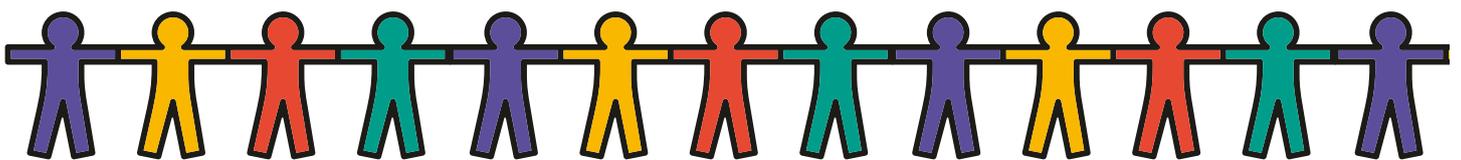
- Create great days at work by being a role model for Thirteen's values and set the standard for others to do the same.
- Connect others to the values, encouraging positive behaviours and collaborative working across the business to deliver service plans.
- Support colleagues to succeed by giving them permission to take the initiative, help remove barriers to their success and be persistent in your efforts to keep people motivated and engaged.

### It goes without saying that we'll expect you to get the basics right, which means that:

- Everyone has the personal responsibility to ensure Thirteen's strategic priorities are delivered whilst focusing on some business essentials.
- As a role model you must ensure others focus on these too and hold them to account when they're not.

These business essentials underpin our ability to deliver the best possible outcomes:

- Everything safe
- Understand customer need
- Strong financials
- Reduced environmental impact
- Simplify the way we work
- Clear communication



# We also expect you to live our values.

## At Thirteen our values are:

**Considerate** in the way we do things

Living our values allows everyone at Thirteen to have great days at work, so we give our best when providing homes, support and opportunities to grow for our customers.

Our values-based behaviours give us guidance on how we need to behave to fulfil our commitment to living our values.

**Smart** in how we do things

By behaving like this you will not only be living the values yourself, but also making people feel proud, energised and in control, connected and informed, challenged and valued.

**Progressive** in that we get things done

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### **Proud**

**Feeling a sense of achievement from our ability to positively impact our colleagues, customers and region.**

- I put colleague and customer experience at the heart of everything I do.
- I do what I say I'm going to do with a can-do attitude and a strong desire to succeed.
- I'm interested in finding new ways of working and constructively challenge the status quo.

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### **Energised and in control**

**Taking personal ownership for bringing the best of yourself to work and the impact that has on the work you do.**

- I recognise the importance of looking after my own health and wellbeing and helping others do the same.
- I am aware of my own emotional reactions and act with integrity and professionalism, knowing when to ask for help.
- I'm brave enough to have courageous conversations for the greater good of the team, organisation, and customer.

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### **Connected and informed**

**Taking a proactive approach to collaborating with others, understanding the wider context and goals we operate within.**

- I understand the unique perspectives and value we all bring to work and ensure I collaborate to create the best outcomes for our customers.
- I build meaningful, trusting, and positive working relationships.
- I'm an advocate for actions that deliver innovation, creativity and continuous improvement.

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### **Challenged**

**Contributing to the progression and improvement of our business.**

- I strive for the best, embracing the opportunity to feel positively stretched at work.
- I'm flexible and open to ideas of how to do things differently.
- I listen to other's and present my own ideas respectfully, using feedback as a way of improving my actions and behaviours.
- I take responsibility for my own continuous personal development.

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### **Valued**

**Feel recognised and appreciated for the effort we make and the impact we deliver to others.**

- I act in a way that supports a culture where people feel respected, listened to, recognised.
- I contribute to a team where colleagues feel a true sense of belonging.
- I recognise the strengths and insights others bring to work and celebrate their talents and achievements as well as my own.

