



Tier 6 profile

Core purpose

Effectively deliver your role, objectives and goals.

Take responsibility for contributing to the achievement of the service and team plan for your area.

Support the priorities of others by connecting and working with them and helping your team members to do the same.

Understand how your role contributes to Thirteen's strategic plan.

Expectations

As a team leader / colleague you have an opportunity to help yourself and your colleagues have great days at work. It's your responsibility to be proactive in influencing what you can, to feel motivated and confident enough to do exceptional things.

This means doing the best you can in your role, while considering your impact on others. To do this, you may need to be brave and have open and honest conversations with your peers or manager about what is and what isn't helping you do a great job.

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

Great customer service

- Put service excellence at the forefront of everything you do and encourage others to do the same.
- Listen to our customers' needs and work with colleagues to deliver a flexible and appropriate service.
- Take responsibility for feeding your customer insight back to the business to ensure a continuously great experience.

Delivering quality places to live and improving neighbourhoods

- Deliver positive impacts through a clear focus on bringing the best outcomes.

- Deliver service plans using your specialist knowledge and skills, continually prioritise best value and take advantage of opportunities for innovation and improvement.
- Use your insights and expertise to help colleagues and teams to continually improve their approach.

Being team Thirteen

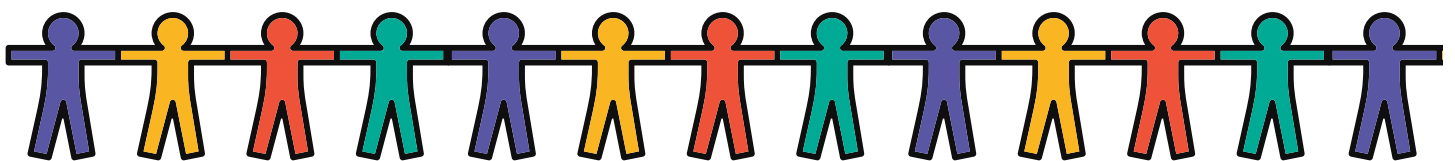
- Create great days at work by role modelling Thirteen's values and set the standard for others to do the same.
- Encourage positive behaviours and collaborative working across the business.
- Support colleagues to succeed and help remove any barriers that get in the way.

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

- There is a managerial / 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

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.

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.

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.

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.

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.

