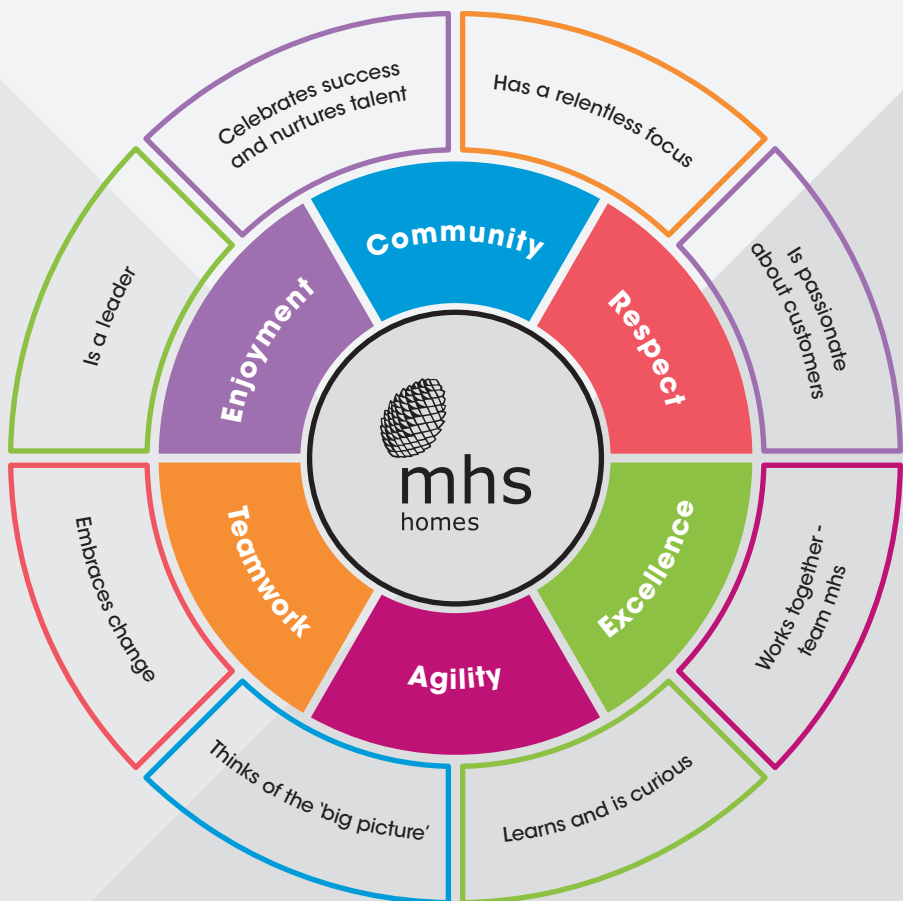


Our ambition, values and behaviours

Together we are one team mhs | #teammhs



Level A

Our ultimate ambition is “to help end the housing crisis in north Kent”

Why we're here:

Because everyone needs a decent home.

What we do:

We provide safe, secure affordable homes as a stepping stone to a better future.

Our values and behaviours apply to everyone here at mhs.

Our success depends on everyone demonstrating our values and behaviours everyday. The way we expect you to demonstrate them changes slightly, depending what level you work at.

We use our Leadership Behaviours every day, in our recruitment, appraisals and when we're deciding on the best approach to solving a problem. It's just one of the things that makes us special.

These are our values:

Community

We're community focused; a charitable housing provider with a clear social purpose.

Respect

We respect our customers and one another, this means having respect for our environment and the diversity of the individuals, communities and partners we work with.

This guide explains the leadership behaviours we expect for colleagues working at Level A.

By role modelling these behaviours, colleagues are living our values and helping to deliver our ultimate ambition.

Our behaviours:

- Has a relentless **focus**
- Is **passionate** about customers
- Works together – **team mhs**
- Learns and is **curious**
- Thinks of the '**big picture**'
- Embraces **change**
- Is a **leader**
- Celebrates **success** and nurtures **talent**

Excellence

With a can do attitude, we strive for service excellence and to be the best in everything we do.

Agility

We're light on our feet and able to respond quickly and effectively to new challenges. This agility provides organisational flexibility and resilience so we can respond to our customers' fast changing needs.

Teamwork

We're one organisation and succeed together as one team. Everyone takes personal responsibility for contributing positively to the team.

Enjoyment

We have a serious job to do but don't need to take ourselves too seriously! We want everyone to enjoy their job and enjoy helping our customers.

Has a relentless focus

What it means:

A great mhs colleague is focused on producing results. They deliver their goals and live our values. They understand the mhs culture and know it's essential for everyone who works here.

Expected behaviour	Needs development
Takes ownership for getting it 'right first time' for customers.	Says (or thinks) 'it's not my job'.
Is clear about their own objectives and how they help deliver our ultimate ambition.	Is unclear of their contribution and doesn't complete tasks or regularly misses deadlines.
Makes sound, confident decisions; even when under pressure.	Is overly cautious and slow at making decisions, relevant to role.
Suggests improvements while being mindful of cost.	Rarely thinks about ways to improve services for customers.

Is passionate about customers

What it means:

Changing the relationship we have with customers to encourage independence and support those most in need. Helping to remove the stigma associated with social housing.

Expected behaviour	Needs development
Understands the impact they have on customer expectations (current and new).	Lacks ownership of tasks, doesn't care about customer experience, tries to hand-off to other people or teams.
Embraces and promotes our digital first approach.	Doesn't encourage customers to use self-service.
Is curious and tries to find answers to problems; raises concerns and asks for help when it's needed.	Fails to find answers to problems and doesn't ask for help.
Strives to deliver excellence.	Has low standards of work.
Demonstrates respect for our customers and tries to remove the stigma associated with social housing.	Doesn't empathise with customers, understand or engage with the strategic priorities of team mhs.

Works together - team mhs

What it means:

Working together with colleagues and partners,
for the benefit of team mhs.

Expected behaviour	Needs development
Builds relationships with people outside their own teams to deliver positive outcomes for customers and partners.	Doesn't engage with other teams.
Cares about the performance of mhs as a whole.	Is just focused on their own performance and not mhs as a whole.
Shares information to help others.	Doesn't share information willingly.
Is aware of their personal impact and respects others regardless of difference.	Works in isolation, has a lack of self-awareness and doesn't respect others.

Learns and is curious

What it means:

Is curious about innovation in all areas, challenges old ways of working (and helps others do the same), embraces new ways of working and suggests innovative ideas for improvements.

Expected behaviour	Needs development
Embraces new ideas and ways of working.	Holds on to traditional ways of working and looks for 'work-arounds' instead of using new approaches.
Is keen to learn and supports others to learn.	Resists learning opportunities and doesn't encourage others to learn.
Welcomes constructive feedback as an opportunity to learn.	Views constructive feedback negatively.
Is curious about new innovations, new ways of working and how things can be improved.	Accepts the status quo and doesn't ask questions.

Thinks of the 'big picture'

What it means:

The ability to see the big picture, think creatively for the longer term (beyond your own team) for the good of team mhs.

Expected behaviour	Needs development
Anticipates and shares problems, looks for solutions.	Doesn't fix or report problems/risks and fails to look for solutions.
Is confident and happy to share ideas and suggestions in discussions.	Doesn't share ideas and is unwilling to contribute ideas or suggestions.
Makes a significant contribution to the delivery of the service plan.	Lacks effort or energy in contributing to delivering the service plan.

Embraces change

What it means:

Helping mhs transform from 'the inside out' so we can do more to achieve our ultimate ambition. Motivates and energises colleagues so we're all moving in the same direction.

Expected behaviour	Needs development
Anticipates, accepts and welcomes new ideas and change.	Is rigid in approach and resistant to new ideas; refuses to accept new ways of working.
Takes personal responsibility for understanding why change happens.	Is distracted, unfocused or ignores change.
Is a positive role model for change across mhs as a whole.	Is openly negative about change or new ways of working.

Is a leader

What it means:

Everyone is a leader, regardless of their job role. We believe that everyone has the potential to inspire, motivate and encourage others.

Expected behaviour	Needs development
Builds positive and constructive relationships across mhs and tries to understand other's priorities.	Is focused on own areas and doesn't try to find out about other teams.
Uses different communication styles to get messages across effectively.	Relies on one type of communication style and is unwilling to adapt.
Provides constructive feedback.	Blames others.
Contributes to a positive, enjoyable environment.	Doesn't contribute to an enjoyable working environment.
Respects and values diversity.	Lacks respect for diversity or difference.

Celebrates success and nurtures talent

What it means:

Positively encourages colleagues to develop, empowers people, demonstrates trust and collaborates as team mhs.

Expected behaviour	Needs development
Understands the importance of personal and professional development.	Doesn't look for or take up opportunities for personal and professional development.
Learns from mistakes and looks for ways to prevent them in the future.	Fails to learn from mistakes and blames others.
Spots and celebrates success in own team and others.	Lacks generosity, rarely praises or sees when a colleague has done well. Only celebrates success of own team.



These behaviours underpin our culture and values. We use them everyday in how we behave at work. They should also be used in recruitment, inductions, during appraisals, one to ones and at team meetings.

If you have any questions about them, speak to your manager or HR.

One team mhs

#teammhs
