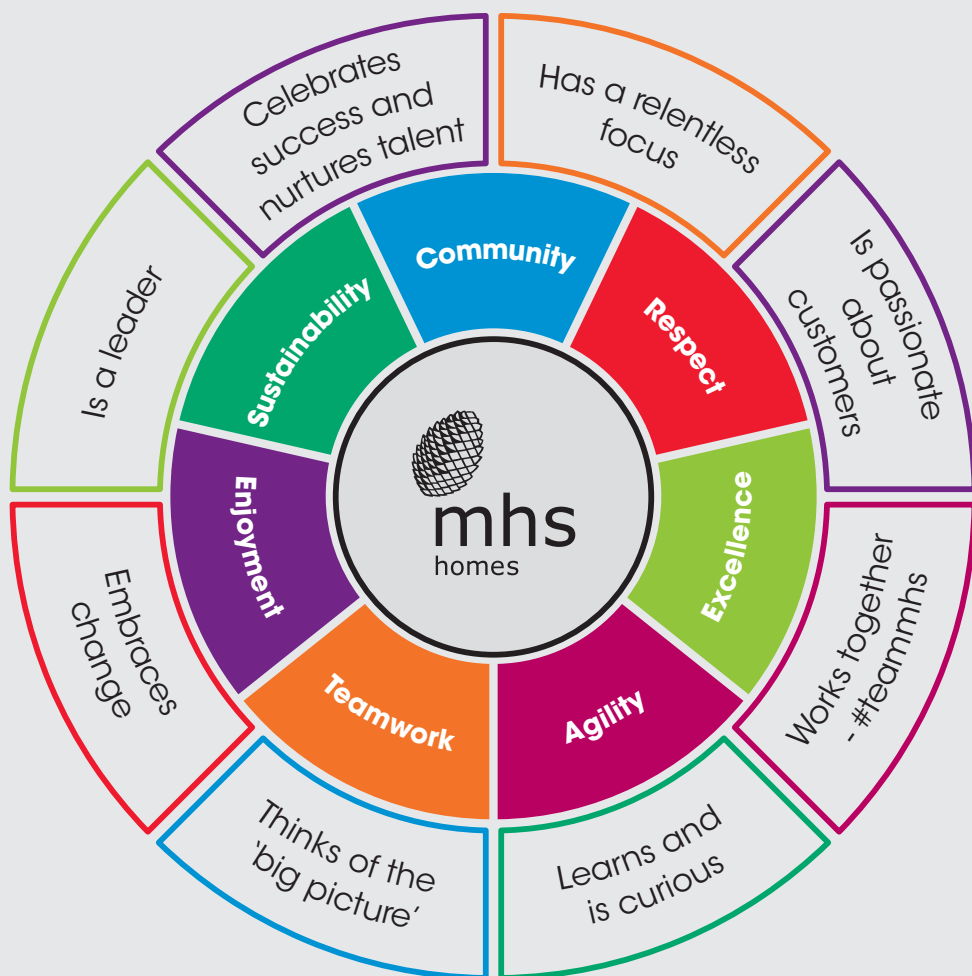


Our ambition, values and behaviours

Together we are one team | #teammhs



Level A

Our values and behaviours apply to everyone here at mhs.

This includes 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.

The way we expect you to demonstrate them changes slightly, depending what level you work at.

We do what we do because

"everyone should have a decent home".

This guide explains the leadership behaviours we expect from 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 – **#teammhs**
- Learns and is **curious**
- Thinks of the '**big picture**'
- Embraces **change**
- Is a **leader**
- Celebrates **success** and nurtures **talent**





These are our values

Community

We're **community-focused** and are driven by a clear social purpose.

Respect

We respect the **diversity of our customers and one another**. We know this diversity brings creative advantage and innovation; we won't tolerate any type of discrimination.

Excellence

With a **'can do' attitude**, we strive for excellence and to be the best in all we do.

Agility

We're agile and light on our feet; our success depends on the **ability to respond quickly and effectively** to new challenges and opportunities.

Teamwork

We succeed together as **one team**; we all take personal responsibility for contributing to #teammhs.

Enjoyment

We **enjoy what we do**, we enjoy helping our customers; while we have a serious job to do, we don't take ourselves too seriously!

Sustainability

We make sure that what we do has a **positive impact** on environmental, social and economic sustainability.

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

Takes ownership for getting it 'right first time' for customers.

Is clear about their own objectives and how they help deliver our ultimate ambition.

Makes sound, confident decisions; even when under pressure.

Suggests improvements while being mindful of cost.

Needs development

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

Understands the impact they have on customer expectations (current and new).

Embraces and promotes our digital first approach.

Is curious and tries to find answers to problems; raises concerns and asks for help when it's needed.

Strives to deliver excellence.

Demonstrates respect for our customers and tries to remove the stigma associated with social housing.

Needs development

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

Embraces new ideas and ways of working.

Is keen to learn and supports others to learn.

Welcomes constructive feedback as an opportunity to learn.

Is curious about new innovations, new ways of working and how things can be improved.

Needs development

Holds on to traditional ways of working and looks for 'work-arounds' instead of using new approaches.

Resists learning opportunities and doesn't encourage others to learn.

Views constructive feedback negatively.

Accepts the status quo and doesn't ask questions.

Works together - #teammhs

What it means:

Working together with colleagues and partners, for the benefit of #teammhs.

Expected behaviour

Builds relationships with people outside their own teams to deliver positive outcomes for customers and partners.

Cares about the performance of mhs as a whole.

Shares information to help others.

Is aware of their personal impact and respects others regardless of difference.

Needs development

Doesn't engage with other teams.

Is just focused on their own performance and not mhs as a whole.

Doesn't share information willingly.

Works in isolation, has a lack of self-awareness and doesn't respect others.

Embraces change

What it means:

Helps 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

Anticipates, accepts and welcomes new ideas and change.

Takes personal responsibility for understanding why change happens.

Is a positive role model for change across mhs as a whole.

Needs development

Is rigid in approach and resistant to new ideas; refuses to accept new ways of working.

Is distracted, unfocused or ignores change.

Is openly negative about change or new ways of working.

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 #teammhs.

Expected behaviour

Anticipates and shares problems, looks for solutions.

Is confident and happy to share ideas and suggestions in discussions.

Makes a significant contribution to the Delivery Plan.

Needs development

Doesn't fix or report problems/risks and fails to look for solutions.

Doesn't share ideas and is unwilling to contribute ideas or suggestions.

Lacks effort or energy in contributing to delivering the Delivery Plan.

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

Builds positive and constructive relationships across mhs and tries to understand other's priorities.

Uses different communication styles to get messages across effectively.

Provides constructive feedback.

Contributes to a positive, enjoyable environment.

Respects and values diversity.

Needs development

Is focused on own areas and doesn't try to find out about other teams.

Relies on one type of communication style and is unwilling to adapt.

Blames others.

Doesn't contribute to an enjoyable working environment.

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 #teammhs.

Expected behaviour

Understands the importance of personal and professional development.

Learns from mistakes and looks for ways to prevent them in the future.

Spots and celebrates success in own team and others.

Needs development

Doesn't look for or take up opportunities for personal and professional development.

Fails to learn from mistakes and blames 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 every day 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.**

#teammhs
