Collaboration
- Collaborate and engage with residents and the local community
- Support initiatives that are organised to develop links with the community
- Respect the environment and be ethical in your actions
- Actively seek new partnerships and constantly look for new business partners and forge mutually beneficial relationships

Passion and Team Spirit
- Enjoy and have fun whilst working as a team
- Have pride in your work and be passionate about the business
- Recognise and appreciate others and be committed in heart and mind
- Engage in additional activities to support your team and the business

Ownership
- Taking ownership of work and propose your own objectives
- Contribute by looking for new ways of doing things
- Be accountable for your actions
- Demonstrate awareness of team and business priorities and act accordingly
- Be accountable by knowing your limits and role
- Adhere to and promote excellent Health and Safety standards

Inclusivity
- Support and respect the needs of cultural differences within our community
- Contribute to creating an environment that is inclusive for all
- Proactive in recognising that “we are international”
- Welcome and acknowledge the incredible diversity of all and be accommodating to needs through our behaviours, services and products

Introduction
Our eight Values support our Vision and Mission, which are underpinned by our behaviours. We all have an important role to play in bringing these behaviours to life, ensuring that they are demonstrated in everything we do.

To ensure that you are kept up-to-date with departmental activities, we ask that you attend monthly briefings and at least one staff conference per year.

This is an opportunity for you to learn more about the department and University, ask questions, and pass on your feedback, as your opinion is important to help us continually improve.

Mission
- Valuing people through investment in our staff and their wellbeing, placing students and customers at the heart of every decision we make
- Building a community by continuing to develop an exceptional experience, through engagement and support
- Delivering success through improving value, ensuring quality, providing great service and developing partnerships. Reinvesting any surpluses to maintain and improve facilities and services.
- Working towards a sustainable future
Inspiring Leaders

- Shape a better future and lead by example
- Create an environment that is fair, supportive and where it is acceptable to ask any question
- Provide direction and clarity
- Do what you say you will do when you say that you will do it
- Empower others to make decisions

Integrity

- Be honest and respectful to people and the planet
- Treat others with dignity and be approachable
- Support and develop staff and encourage others to take control of their learning
- Recognise and appreciate the success of others
- Source goods and services that demonstrate we live by our values

Student and Customer First

- Put the student and customer at the heart of everything we do
- Search out and offer alternatives even when you have to say "no", explaining fully at all times
- Value feedback and actively look for opportunities to engage and encourage communication
- Adding value wherever possible to enhance the Sheffield experience and compromising where necessary
- Fully explain the reasons why a service might not be as expected

Quality & Excellence

- Open and supportive of change
- Challenge and be accountable for your actions
- Not settling for average and benchmark against the best
- Engage with learning and development
- Use feedback and results of surveys to facilitate change
- Evaluate and measure our own performance and seek new ways of working

If you would like more information please speak to your line manager or visit: www.sheffield.ac.uk/acs

We aim to exceed our students' and customers' expectations, adding value to the Sheffield Experience.