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| **Behaviours** | **Descriptors** |
| **Shows**  **ownership** | * Takes and accepts responsibility * Works reliably without supervision and plans own work * Proactively seeks answers to questions and responds quickly * Recognises boundaries of competence and escalates appropriately * Plans own work within boundaries |
| **Has pride (and passion)** | * Acts with determination, integrity and credibility to deliver an excellent service * Manages time effectively * Aims to impress others through the quality of their work |
| **Develops themselves** | * Develops own objectives to support business strategy through personal reviews * Is open to feedback and learning and seeks opportunities to continually improve * Ensures knowledge is up to date |
| **Shows integrity**  **and respect** | * Treats others with courtesy and respect * Keeps managers informed and updated on issues with health and safety, quality, machine availability and resources * Resolves and escalates issues |
| **Works as part**  **of a team** | * Sees themselves as part of the team responsible for achieving targets. * Builds rapport and cooperative relationships with other shifts/depts. * Supports and guides others in actions and accepts guidance * Works effectively with operatives * Acts as a mentor |
| **Solves problems** | * Takes responsibility for problems until a solution is reached * Questions and listens effectively * Challenges others appropriately * Strives to identify root cause of problems |
| **Is adaptable/ responds to change** | * Flexibility to adapt to a changing environment and respond to unscheduled stoppages * Seeks help and advice when workload is too high |
| **Has a wider company/**  **industry perspective** | * Has a good working knowledge of the company * Keeps up to date with company issues * Understands the impact of quality on business/brand reputation * Acts as an ambassador for the industry/ company – is able to articulate company goals/activities |
| **Communicates effectively** | * Communicates effectively verbally, visually and in writing * Communicates upwardly as well as to colleagues |
| **Works safely** | * Ensures a safe environment for self and others and is unwilling to compromise * Works in a food safe way * Challenges unsafe behaviour |