|  |  |
| --- | --- |
| **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
 |