

Queen's Professional Standards

Our staff are Queen's most valuable resource and, at any time, our most significant investment. Our ongoing success depends on the outstanding performance of all our staff and, as with our students, it is important that staff feel proud to work at Queen's and are engaged with its goals and plans.

Queen's 'Professional Standards' are a set of 9 statements which articulate how the University expects all its staff to behave. These statements provide a clear description of the types of behaviours that underpin effective performance. They are applicable across all roles and focus on 'How' tasks are achieved and not 'What' is achieved.

This reference guide can be used as a communication tool when discussing effective and less effective behaviour with others, providing staff with clear expectations about what is required to be successful in their jobs.

Queen's expects its staff to:



Communicate with Clarity

Ability to effectively communicate ; both verbally and in writing. Demonstrate an understanding of the views of others and communicate in a realistic and practical way using appropriate language in a courteous and effective manner.



Collaboratively Work with Others

Work co-operatively and flexibly with others. Understand and be tolerant of differing needs and viewpoints. Foster a collegiate environment.



Provide Excellent Customer Service

Provide an excellent service to meet internal and external customer needs. Understand the needs of the customer and look for ways to provide added value.



Embrace Change

Recognise the need for change and be forward looking. Be willing and able to make changes to the way you work. Adapt to changing circumstances. Accept new and different ideas and approaches. Be receptive to new ideas and see change as a necessity to maintain and enhance effectiveness.



Work in a Planned and Managed Way

Organise own time effectively. Create own work schedules, prioritise workload, prepare in advance and set realistic timescales. Monitor progress towards operational or strategic objectives. Ensure all activity and resources are used efficiently and effectively.



Adopt an Analytical Approach to Problem Solving and Decision Making

Ability to analyse situations, diagnose problems, identify the key issues, establish and evaluate alternative courses of action and produce logical, practical and acceptable solutions.

Be able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement.



Continuously Seek Ways to Improve Performance

Have an inner drive to do things better, to meet and exceed expectations despite obstacles, to strive for excellence. Ability to set and meet challenging goals, consistently seeking ways to improve performance.



Use Initiative and Think Creatively

Think ahead, identify opportunities and take action where appropriate. Ability to develop new insights into situations and apply innovative solutions to make improvements.



Encourage Inclusive Participation and Diversity

Treat individuals with respect, encourage involvement, and challenge behaviours, actions and words that do not support the promotion of equality and diversity.

