OUR STANDARDS

imperial college union
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Our Strategy 2017-20 commits us to ensuring that our values are central to everything that we do. It also recognises the vital role that our most invaluable assets – our people – play in achieving our vision of delivering a world-leading student experience.

We live up to our values not just through the activities we support and the services we provide, but also through our actions, our professional relationships, and our shared ethos. Our Standards will help our people to understand what our values mean for how we act as colleagues, managers and leaders.

The College’s Imperial Expectations guide the behaviour for all staff across the Imperial community. Our Standards builds on these, adding our own Imperial College Union characteristics to them, a reflection of our distinctive nature as a student-led organisation with our own strategy and values.

Our Standards bring to life what we mean by Leadership, Partnership, Democracy and Inclusivity in the context of our work. They are relevant to every member of staff across the organisation, demonstrating what we can expect of each other, and what we can expect of managers and senior managers within the organisation.

They also provide a framework for development and growth, giving guidance to staff as they reflect on their own skills and behaviours in the context of their own career progression. Our Standards will be closely integrated into our Personal Development Review processes, and will be used as we recruit new colleagues and introduce them to Imperial College Union.

I trust that together we will be proud to demonstrate these values and standards, creating a positive, healthy and productive working environment that enables us to achieve Our Strategy while also supporting our own professional and personal development.
LEADERSHIP

We turn students into leaders, and we carve our own paths.

We will find talent, nurture it, and put it to work for our members. We will build a culture of responsibility, honesty and ownership, but not blame. Our leaders will have power, with accountability; authority, with transparency; we will all lead by example. That’s how we will stay ahead of the challenges we face, take a leadership role in the most important debates, and tackle our biggest decisions with confidence and energy.

OUR STAFF...

+ Work innovatively, applying their talents and skills with originality and creativity
+ Seek the positive in change and transition, identifying opportunities for professional growth and development
+ Work with integrity and reliability, recognising their role in their team’s performance

OUR MANAGERS...

+ Lead by example, taking ownership of the work of their team, empowering their colleagues and encouraging talent and confidence in others
+ Identify and tackle opportunities, challenges and tough decisions early, emphasising the positive in change and bringing their teams with them throughout
+ Work with their team to create sustainable solutions, praising honesty and offering constructive feedback rather than blame

OUR SENIOR MANAGERS...

+ Provide a clear strategic vision, ensuring all teams have clear goals, objectives and targets and the resources and support to achieve them
+ Identify and nurture a wide pool of talent, ensuring our people are supported to develop their skills and ambitions throughout their time at Imperial College Union and have the confidence to excel in their roles
+ Create a culture of responsibility, honesty and ownership that acknowledges challenges and recognises initiative, ensuring transparency, accountability and a willingness to listen throughout
PARTNERSHIP

We have a lot of challenges ahead of us, and we will not tackle them alone.

We are stronger when we work together. Internally and externally, we will search for those with whom we have common ground and shared priorities, and we will find new ways to work together. We can do more, achieve more, and offer more, when we collaborate with others. We will be a dependable partner, sharing our successes, abilities and aspirations widely. We will assert our place as an essential partner to College, at the centre of the worldwide Imperial Community.

OUR STAFF...
- Engage with colleagues across the organisation
- Are mindful of the work of their team, recognising where teams can collaborate on mutual priorities
- Maintain productive working relationships with partners from within Imperial and the local community

OUR MANAGERS...
- Collaborate effectively with other managers and teams where work is shared, taking opportunities to enhance the impact, effectiveness and reliability of their team
- Communicate the value and impact of their work clearly and effectively, demonstrating to students their ability to effect change
- Build links with peers across Imperial College Union, Imperial College London and the students’ union sector, to develop their skills and networks and bring best practice to the Union

OUR SENIOR MANAGERS...
- Ensure integrated planning and working across their teams and between directorates, identifying and communicating shared strategic and operational objectives clearly and effectively
- Deepen our relationship with College, asserting our place as an essential partner to them at the centre of the worldwide Imperial Community
- Search for new strategic partnerships and collaborations with external organisations from public, private and charitable sectors, identifying those with whom we have common ground and shared priorities
DEMOCRACY

We won’t do things for you, we’ll do things with you.

We are run by our members, for our members. We are our members. We will build a powerful and meaningful student democracy, which will engage every single one of us. Our student leaders will speak with authority and insight, and they will tackle our most complex and difficult decisions. Through this democracy, we will empower every student to create their own Imperial experience, challenge them to grow to their full potential, and fire them up to change the world around them.

OUR STAFF...

+ Are conscious of Imperial College Union’s democracy, recognising and supporting the presence of student leadership

+ Find ways to collaborate successfully with student volunteers and members

+ Facilitate meaningful student participation in decision-making and debate within their areas

OUR MANAGERS...

+ Understand Imperial College Union’s democratic structures and how they interact with their team

+ Engage with elected students and volunteers in the planning and delivery of their team’s objectives

+ Encourage students to engage with our democratic structures and work to enhance the experience of students when participating in democratic processes

OUR SENIOR MANAGERS...

+ Engage meaningfully with student leaders on strategic decisions

+ In partnership with student leaders, ensure that democratic and consultative processes are at the heart of Imperial College Union’s planning for the future

+ Monitor the levels of engagement within our democratic processes and work with student leaders to deepen and extend our democracy
Inclusivity

No matter who you are, we’re here for you.

There is only one Imperial Community, and we will hear every voice within it. It doesn’t matter what you study, where you are, where you're from, or where you’re going - we will tear down any barrier that keeps you from our opportunities and our democracy. We believe there is no such thing as an average or typical Imperial student, and we recognise that our strength and our power comes from the diversity of our membership.

**OUR STAFF...**
- Understand that there is only one Imperial Community, and work to hear every voice within it
- Identify and collaborate to remove barriers to participation in their services and activities
- Celebrate and appreciate the diversity of our membership

**OUR MANAGERS...**
- Support their teams to deliver activities and services that are accessible and relevant to our diverse membership
- Monitor and evaluate the engagement of underrepresented groups with their services and activities
- Make decisions that broaden participation in sustainable and meaningful ways

**OUR SENIOR MANAGERS...**
- Make strategic decisions that improve Imperial College Union’s engagement with areas of the Imperial Community with traditions of lower participation
- Support staff and volunteers in developing a sophisticated and detailed understanding of the composition of our membership, working to ensure we offer activities and services for every single member
- Ensure their teams respect and comply with legislative requirements and best practice in engaging our diverse membership