

OUR COMMITMENT

At NCT we choose to work as follows, and welcome your pointing out to us if ever we fail in any of these aspirations:

Leadership style	Open, inclusive, supportive, empowering, valuing, listening. Cultivating leadership across the team, including those outside of management.
Organisational transparency	Employees will always be clear on the direction in which NCT is going as an organisation and they will be asked to play a role as individuals in shaping that direction.
Personal attitude	Honesty, openness, constant preparedness to give and receive feedback, energetic in dealing with team and interpersonal issues.
Inclusive behaviour	To represent and celebrate difference and support individual wellbeing. To find every opportunity to include colleagues in decision-making and to empower deeper connections into the organisation by continuous and responsible delegation.
Collaborative operation	Recognition that the best work is produced in collaboration with others with varied backgrounds, perspectives and experiences.
Operational focus	Always towards people – whether internal or external, and showing that they are valued within and by our organisation.
Gold standard	Personal and excellent welcome and service to the customer.
Professional demeanour	Competence and enthusiasm - delivered to visitors with a sense of humour. Commitment and drive to perform all tasks exceptionally.
Ultimate goal	To be the best (both organisationally and personally) through personal and continual growth, development and improvement. Regularly challenging ourselves on the way we do things.
Our preferred response to others	To each other in NCT: How can I help you make your best work? To our partners: The answer's yes – how can we make that happen? To our audiences: Everyone's home is their castle - and this is your home
Operational philosophy	Always to seek ways of innovating. Once the effectiveness of new ways of working are proven, they will then be adopted.
Learning from setbacks	Mistakes are to be treated as learning opportunities. Major setbacks must always be drivers for change. There is never blame, only learning.
Our one rule for all staff	'Always use your best judgement in any circumstance' Know your visitor (visitor service mindset to treat all customers, clients and colleagues with respect, empathy whilst being honest and realistic) Know your stuff (we can make a difference / make the impossible possible / share knowledge and take pride in what we do) Find the solutions (we don't say 'no' we find appropriate solutions) Enjoy what you do (Feel good, be positive) Passion for growth (we do things right and seek ways of doing things that work for the long-term)

Outcomes Through these ways of working, we all pledge to make colleagues part of an organisation that they can call their own with pride.