

best 'Living It' Awards

Senior Manager of the Month

Belief

- They actively demonstrate belief in Birmingham City Council, in their teams, in their people, in their own leadership skills and to delivering the objectives in the Council Plan.
- They understand BEST, and strive to integrate the behaviours and values at all levels of the organisation
- Is a dynamic leader who promotes change and encourages innovation, listens to their staffs ideas
- They're known as someone who truly lives the values of belief, excellence, success and trust

Excellence

- They are committed to delivering an excellent service to the citizens of Birmingham, they are clear on their contribution in the journey to excellent services, and the part that they plan
- They show leadership for demonstrating excellence at all levels, encourage staff to shape how services are delivered, and enable this to happen
- The winners 'get out there' and see what is happening at the front line, they understand all staff issues, they walk the talk
- They understand the real issues facing our staff, and care enough to do something about it
- They use core values as a framework on which to build excellent services and consider not only 'what we do' but 'the way that we do it'

Success

- To recognise individual & team successes within their areas of responsibility, committed to their staffs' development
- Say thank you, well done, excellent work
- Share contacts, knowledge and experience to 'join up' service areas, and enhance rich communication
- Shows interest in their staffs passions and motivations, rather than just their work outputs
- To be visible and approachable to all members of staff within their service area

Trust

- To be a role model for BEST by actively demonstrating the BEST values in the way they carry out their day to day tasks
- They walk the talk, live the values, are good leaders
- Are positive about Birmingham City Council and openly promote teams when they are doing well.
- To support BEST managers and identify solutions to the more difficult barriers and thorny problems
- To communicate messages about BEST and other council programmes effectively, showing real leadership and passion for BEST, and for Birmingham City Council

'best gives our staff the opportunity to positively change both their work environment and the services we offer. The fact that best is supported at the top of the organisation gives staff the confidence that the issues they raise will be taken seriously'