

East Midlands Shared Services

Our Vision

The best provider of quality, affordable and resilient support services to the public sector

Key Messages

The customer is at the centre of all we do

We are here to provide and support service delivery

We work together as One Team with a 'can do' attitude

We are business like in the way we work and we provide value for money, excellent services

We are open and honest and don't blame each other

We recognise, reward and celebrate success at work

As an Organisation EMSS will:

Be clear about our expectations of all EMSS employees

Provide you with training and support to allow you to deliver our values and vision and fully play your part

Ensure that we share important information with you and consult regularly

Ensure that our vision, values and behaviours are reflected in all our plans and strategies

Our Values

Customer Focus—We will deliver high standards of customer care and service; we will listen carefully and respond positively to what we hear from our customers

Respect—We will treat customers and colleagues with fairness, respect and consideration

Commitment—We are committed to delivering excellent quality services

Responsibility—We will be accountable for what we do and take responsibility for our decisions

As an EMSS employee I will:

Speak up and share my ideas and knowledge

Be flexible at work willing to learn new skills

Be open to change

Support my colleagues and make sure I play my part in the Team

Be reliable—my manager and colleagues can depend on me

As an EMSS Manager I will:

Lead with integrity

Listen to my Team and respond appropriately

Manage workloads fairly

Share my knowledge

Develop my team

Be available and approachable

Treat all team members fairly

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