



‘COMPLIANCE PLUS’ CULTURE

starring

(in order of appearance)

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Evidence of excellence

CSE Element where we gained 'compliance plus' ratings	The evidence recognised by our assessor
2.1.1 There is corporate commitment to putting the customer at the heart of service delivery and leaders in our organisation actively support this and advocate for customers.	Evidenced by the Quality Service Project, Quality Service Definition.
2.1.6 We empower and encourage all employees to actively promote and participate in the customer-focused culture of our organisation.	Evidenced by the 'freedom in a framework' and 'do what you think is right' approaches.
2.2.1 We can demonstrate our commitment to developing and delivering customer-focused services through our recruitment, training and development policies for staff.	Evidenced by the Quality Service Definition, job adverts and recruitment process and the weekly training hour.



Why focus on culture?





2.1.1 There is corporate commitment to putting the customer at the heart of service delivery and leaders in our organisation actively support this and advocate for customers

**Responsive, inclusive, knowledgeable,
friendly**

**Proudly supporting the College
community – every student, every
colleague, every time**



2.1.1 There is corporate commitment to putting the customer at the heart of service delivery and leaders in our organisation actively support this and advocate for customers

- Team Plan provides a clear vision and roadmap
- Everyone working towards the same aims and objectives
- Opportunity for all staff to be involved.



2.1.6 We empower and encourage all employees to actively promote and participate in the customer-focused culture of our organisation

- Freedom to make decisions within a framework of guidance
- Staff responsible for decision making
- Responsive and inclusive
- Maintaining a consistent and fair service.



2.1.6 We empower and encourage all employees to actively promote and participate in the customer-focused culture of our organisation

- What does empowerment mean to me?
 - ✓ Freedom in a framework
 - ✓ Do what you think is right
 - ✓ No blame culture.



2.1.6 We empower and encourage all employees to actively promote and participate in the customer-focused culture of our organisation

- Not just freedom, but framework!
- Team plan objectives
- Functional responsibilities
- Expectations and opportunities.



2.1.6 We empower and encourage all employees to actively promote and participate in the customer-focused culture of our organisation

- Everyone working within Library Services at all levels matters to the service
- What this means to me – How does this help me deliver excellence?
 - Empowerment
 - Consistency for customers.



2.1.6 We empower and encourage all employees to actively promote and participate in the customer-focused culture of our organisation

- Feeling part of the service
- Trusted as a front line member of staff
- How does this help me deliver excellence?
 - Makes me want to deliver an excellent service, not just for myself but for all of my colleagues
 - Pride.



2.1.6 We empower and encourage all employees to actively promote and participate in the customer-focused culture of our organisation

- Empowerment in a Framework
- The responsibility trusted in staff.



2.2.1 We can demonstrate our commitment to developing and delivering customer-focused services through our recruitment, training and development policies for staff

Building our team

- Shared vision, diverse talents
- Values and commitment to change
- Focus on customer service experience.



2.2.1 We can demonstrate our commitment to developing and delivering customer-focused services through our recruitment, training and development policies for staff

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- Advert text: self-filtering of candidates
- Competency-based interviews
- Role play assessment for customer service skills
- Behaviours matrix for probation.



2.2.1 We can demonstrate our commitment to developing and delivering customer-focused services through our recruitment, training and development policies for staff

The role of the Library Assistant

- The importance of the role play assessment
- First days as a Library Assistant at King's College London.



2.2.1 We can demonstrate our commitment to developing and delivering customer-focused services through our recruitment, training and development policies for staff

Training Hour

- Understanding the value of the training hour
- Training hour topics.



“staff are actively involved
and engaged in
developing, delivering and
maintaining customer-
focussed services”



“there is a real sense of ownership and pride in the services, in the surroundings and in the reputation of the library services”



“staff share a passion for excellence, which was clear from the way they have embraced very new ways of working, including the concept of ‘doing what you think is right’ and ‘freedom in a framework’”



“the cultural approach to continuous improvement is clearly embedded and effective in helping all staff see their role in driving forward performance improvement”



We would be pleased to take any
questions