



# How we work



**North  
Herts**  
Council

# How we work

The way that we work is determined by our Council Priorities and our Values. This means that it reflects:



Our ability to serve our residents / customers



Our environmental impact



The wellbeing of our staff and being able to look after each other



Finding the best ways to learn from each other and working as a team

We will consider all the factors above when determining how this will work in practise for each person. We will also aim to seek to:



Reflect individual preferences to support an effective work life balance in coming up with that collaborative solution.

## Our priorities for North Herts



People first



Sustainability



A brighter future together



**Adaptable, Inclusive,  
Learning, Listening, Together**

**North Herts Council:** Organisational values

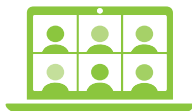
# What does it mean for North Herts Council



We use technology to enable services and information to be available on our website (or other linked channels) 24/7



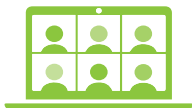
We have staff cover for traditional 'office hours' to assist those who have trouble using automated options, are unable to do so or choose not to.



We use technology to allow staff to work from any appropriate location (i.e. a quiet environment with internet access).



We adapt to the new and different ways that people want to access our services and provide feedback.



We will provide solutions to enable effective virtual communication and joint working



We will listen to our staff about where and how they would like to work, and will not assume that a particular option is best. We understand the importance of flexibility and work life balance.



We value our staff and do what we can to support their wellbeing. This ranges from helping ensure a good physical environment for working at home (where relevant) to mental health wellbeing support.



We trust our staff to work effectively. We assess effectiveness through achievement of outputs and outcomes.



We will encourage our staff to travel in an environmentally friendly way. But we will not penalise those who are still reliant on car travel.



We recognise the importance of team-work and collaboration and will use our offices to support and enable this.

# What does it mean for our staff

## Ways of working:



I find ways for others to find the information that they need without having to use phone or e-mail. E.g., by being able to easily access various data sources and systems. Those systems will be available 24/7.



I can be contacted by phone or e-mail by others (i.e., other Officers, Councillors, residents, and other customers).



I make sure my colleagues and manager know when I am working.



If it is viable, I will use green ways to travel around (e.g. walking, cycling and public transport)- this includes commuting and business travel.

## When I am not available I:



provide the details of someone else that is available to help



use automated systems to let people know that I am not available (e.g. voicemail, out of office) and get back to them as soon as I am able

## I use technology to:



keep in touch with my colleagues, including just to say hello



take part in meetings which are just as productive when they are virtual/ hybrid



share ideas and work together on a task when we are in different places (e.g., document sharing)

## Most of our staff will fall in to one of the following role profiles



### Remote worker

I travel to the office (or another site) when I need to- for my benefit (e.g. for training), for team benefit or to help a colleague (e.g. to provide training/ support). But I spend the majority of my time working at home.

When I am working at home, I make sure that I can focus on work.

I am productive working at home and value the opportunity to work at home most of the time.



### Out and about

I plan my travel to minimise how far I need to go/ how much time I spend travelling.

When I am working at home, I make sure that I can focus on work.

Where possible, I use technology to avoid having to visit places in person.



### Hybrid worker

I work at home for some of the time and in the office for some of the time. I plan my time working in the office around meetings (where they are better face-to-face) and opportunities to meet with my colleagues.

It is likely that I will come into the office 1-2 times per week. This will depend on service delivery and could be more or less. It could change over time and may be affected by what I am working on and the needs of others.

When I am working at home, I make sure that I can focus on work.

I am productive wherever I am working and value the opportunity to work at home regularly.



### Fully location-based worker

I work in the office (e.g. District Council Offices) or another council building (e.g. Hitchin Town Hall / Museum).

I may sometimes work from home for a particular task or for personal reasons.