



Our Behaviours



Our behaviours

The Post Office has identified six behaviours critical to the achievement of business goals. You will need to demonstrate these behaviours in your job as set out below.

1) Deliver results with pace - Taking personal accountability for delivering results decisively and responsibly.

What you'll see?

Take personal accountability for delivering great results decisively, responsibly and on time. Expect the same from others. Optimistic, strive to achieve and welcome change that helps us meet our goals.

Why it's important?

Post Office success depends on people understanding the importance of their contribution and following it through.

How does this affect me?

Adapt plans to stay on track and deliver results even when the situation changes

Maintaining focus on results even when the context changes, anticipating changes, adapting the approach and finding different ways to still deliver, helping others to shift their focus.

2) Know the numbers - Using robust and relevant information to inform business decisions

What you'll see?

Understand how my actions impact Post Office results. Seek out, share and use the right information to guide what I do.

Why it's important?

The journey to profitability requires us to work smartly and be curious, to ensure we use robust and relevant information to grasp opportunities and drive business decisions.

How does this affect me?

Look for new information to gain insights to drive business improvements

Driving service or business improvements by diving deeper, thoroughly investigating data or looking for new sources of information inside or outside the Post Office

3) Wow the customer - Paying close attention to our customers – internal and external – earning and growing their loyalty and trust

What you'll see?

Pay close attention to the diverse needs of the customer whether internal or external, building trust by delivering on commitments with care and passion.

Why it's important?

The Post Office strategy brings us into direct competition with other established businesses with powerful brands. It is essential that each customer's experience of us earns and grows their loyalty and trust.

How does it affect me?

Stand up for customers

Making systemic changes to improve customers' experience of doing business with the Post Office and, where required, resolving fundamental problems.

4) Challenge to make us more efficient - Always looking for better ways of doing things and removing barriers to success

What you'll see?

Strive to find better ways of doing things – simply and effectively - with the customer at the heart and the competition in mind.

Why it's important?

Our strategy depends on growing profitable income in a competitive market. This means we need to be ambitious, creative and alert to opportunity.

How does it affect me?**Constantly look for better ways of delivering value**

Identifying ways of adding value for internal and external customers; working more effectively by using ideas and experiences from competitors or other contexts.

5) Work with others - Working as one great team to deliver great solutions

What you'll see?

Work to ensure we are a powerful team that combines diverse skills to deliver shared goals. We encourage and support other teams across the business to deliver.

Why it's important?

The Post Office is changing. We'll stay ahead of the game by being curious, positive and working together right across the business.

How does this affect me?**Create a common vision and encourage collaboration**

Helping everyone understand how what they do fits with the aims of their team and the broader Post Office, and establishing ways for different teams to collaborate for future success

6) Develop myself and others – Taking accountability both for our own development and for supporting others to realise their potential

What you'll see?

Develop myself to deliver results today and prepare myself for the future. I share my learning; and support others to do the same.

Why it's important?

The Post Office will deliver great service competitively through capable and committed people. We will build our strength if our people own their personal development.

How does it affect me?**Learn from the competition and the market to ensure we have the organisational capability to stay ahead**

Translating Post Office strategy into future capability requirements; stretching and challenging myself and others; making sure we have the people we need to be successful; keeping up to speed with what the best are doing.