



Agile Working – Our Team Protocol

Team Name:

Date created:

Date last reviewed/updated:

Agile working underpins the principle that work is an activity we do rather than a place we go. We want to capitalise on our new agile working culture to provide an environment where staff and members can thrive.

What we do



How we work

The way we make decisions, set outcomes, define expectations, prioritise tasks, focus effort and develop our skills and talents.

- How to communicate and share information
- The method of agreeing/monitoring workload
- How success will be measured
- How to maintain team cohesion when team members are working in more agile ways
- How we ensure that excellent service delivery is maintained

How we do it

Clear and realistic objectives should be agreed between the employee and their manager to enable their performance to be managed by outcomes rather than presence.



Where we work

The types of spaces we need to deliver our services in a way that best meet the needs of customers.

- Think about the tasks that you need to complete and where you can do these most effectively
- Minimise the time during your working day that you spend travelling to different locations to reduce the need for unnecessary travel
- Detail any set periods or situations when employees are required to come into the work base
- Using digital approaches to enable better collaboration and sharing of information, regardless of location

To provide the best service possible this is where we will work:



When we work

Agreeing working arrangements that balance individual needs and the needs of the service (which must take priority)

- Any fixed hours of business that must be covered and the cover arrangements that apply
- Employees are valued for their performance rather than the number of hours they work and their presence at a set location
- Encouraging greater autonomy and flexibility over working times to find a more effective blend between

How you work your contracted hours should be agreed with your manager but the needs of the service and customers and impact on other team members must be considered

work responsibilities and our commitments and life outside of work	
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