

The GLA staff charter

The GLA staff charter, which expresses our organisational values, was launched as part of the GLA Strategic Plan 2009-12. The charter describes what the GLA commits to as an organisation, and what is expected of staff to make sure we meet this organisational commitment.

The GLA values are embedded within the GLA competency framework, which outlines the behaviours that are essential for effective performance in our organisation. The framework forms the basis of our people management processes (recruitment and selection, performance management and development) and provides a common language for how we go about our daily work.

Staff commit to:

- **Leadership and accountability:**
 - Focusing on delivering the best possible outcomes and value for money for Londoners at all times.
 - Striving to improve their own performance and suggesting improvements for team and organisational performance.
 - Giving constructive feedback, engaging fully with organisational development and taking responsibility for their actions.

- **Collaboration:**
 - Collaborating with colleagues, working efficiently and flexibly to cut out duplication and share knowledge.
 - Being open to giving and receiving constructive feedback and thanking colleagues for their contribution.
 - Being responsive, efficient and polite when dealing with colleagues, partners and stakeholders to build trust in the organisation and with elected Assembly Members.

- **Fairness and integrity:**
 - Treating everyone with professional and personal respect, promoting fairness and recognising the value of diversity.
 - Showing integrity through honesty, ethical behaviour and open communication.
 - Challenging inefficient processes and inappropriate behaviours which act as barriers to improvement.

The GLA commits to:

- **Leadership and accountability:**
 - Providing a clear strategic vision and priorities supported by a strong, inspiring leadership team.
 - Being an organisation that empowers and develops staff, maximising talent, skills and experience.
 - Managers leading by example, celebrating successes, recognising everybody's roles and contributions, and addressing underperformance.

- **Collaboration:**
 - Consulting and informing staff, Londoners and other stakeholders about GLA priorities and plans, with clarity about what is expected of staff in delivering them.
 - Clear lines of accountability and responsibility.
 - An open and constructive joint working relationship with elected politicians and political appointees.

- **Fairness and integrity:**
 - Working to build trust both internally and with the GLA group, partners and stakeholders.
 - Communicating in an open, transparent and honest way with staff, partners and stakeholders.
 - Respecting and considering the diverse needs of all staff and ensuring their wellbeing.