



Gold Standard for Managers

As a manager at Middlesbrough College you will be:

1. A Leader

You will:

- Project a clear vision, direction and understanding of the bigger picture.
- Always reflect the values of the College and you will inspire and motivate your staff to achieve team and College objectives.
- Focus on improving the performance of individuals, your teams and, ultimately, the College.
- Recognise the vital importance of excellent communication and will be able to clearly outline your teams' objectives.
- Be positive and confident in your engagement with learners and staff.
- Be good at making decisions but resilient enough to welcome constructive challenge and feedback.
- Know where to access key College policies and procedures and ensure that they are implemented effectively.

2. A Change Maker

You will:

- Embrace change and be able to encourage and support your teams to respond positively to the challenge of change.
- Have the foresight to anticipate change, you will also be able to present and communicate a clear rationale for change.
- Understand the need to plan effectively for the implementation of change, be able to drive that change and monitor its impact.

3. A Relationship Builder

You will:

- Demonstrate a high level of emotional intelligence, build excellent relationships and foster trust and respect.
- Ensure that students, staff and stakeholders will regard you as being approachable, fair and consistent in all your dealings with them.
- Be able to manage conflict and difficult situations in a sensitive, supportive but positive way.
- Recognise that you are a role model for others and will be professional, positive, honest and ethical in your behaviour at all times.

4. A Problem Solver

You will:

- Take a creative and decisive approach to identifying and solving problems.
- Be able to draw on the strengths of your teams and others in order to identify solutions that work.
- Be able to prioritise effectively and help others to do likewise.
- Be clear and confident in your decisions.

5. A Developer of People

You will:

- Look for and facilitate the development of potential in your people.
- Set them realistic but challenging targets to optimise their performance.
- Nurture high morale and never forget the importance of recognising and expressing appreciation for a job well done.
- Be a reflective practitioner, conscious of your own professional development needs and also aware of your own strengths and areas for further development.