

Version No: 01

Last Updated: April 2006

Review Date: May 2015

Reviewed By: Sandra Forbes

Amendments Made Yes

No

VALUE STATEMENT

The Ballymun Job Centre is founded on the principle that people come first. From this we derive our driving force, our goals, and our priorities. There are several ways in which we demonstrate our commitment to putting people first, including the high quality of services we provide to:

- Our clients, the unemployed members of the Ballymun Community
- Our community as a whole, as we endeavour to improve and upgrade the skills, knowledge and aspirations of the people of Ballymun
- Our partners, the employers and funders with whom we work to fight the unacceptable levels and consequences of unemployment in Ballymun.

The employees of the Ballymun Job Centre hold the key to the quality of service we can provide to all of our clients and partners. Through their dedication and commitment, we can continue to provide the professional service that the people of Ballymun, the employers with whom we deal, and the partners with whom we work, have come to expect from us.

The continued provision of a committed and dedicated service is dependent on the treatment of all employees in a manner, which values and respects them, protect their dignity, and seek to develop and enrich their innate skills and capabilities. These are the values underlying our approach to employment in the Ballymun Job Centre.

The Ballymun Job Centre's Vision Statement reflects the goals and operating ethos of the organisation

Our Values

- Customer Focus
- Professionalism through Team Work

Next Review Date: May 2016

Value Statement



- Open and honest Communications with our clients, the community and our partners

At the Ballymun Job Centre, we expect all our employees to:

- Be customer and quality-focused at all times
- Act in line with our Value Statement and Core Values.
- Nurture a mutually respectful, open and professional working environment
- Aim to consistently exceed the expectations of our clients, community and our partners
- Adopt a collaborative and co-operative approach to all work, where input from each person is valued and respected by all
- Adopt a flexible 'can-do' approach to problem solving
- To act in a professional manner at all times
- Take ownership and responsibility for the completion of tasks
- Agree and strive to achieve challenging business and personal goals
- Encourage continuous development of professional and technical skills for all employees, in line with organisation goals

At the Ballymun Job Centre, as employers we aim to:

- Be employee friendly at all times
 - Act in line with our Value Statement and Core Values
 - Operate in a consistent and fair manner
 - Nurture a mutually respectful, open and professional working environment
 - Operate within the laws of natural justice
- Be respectful of individuals

Signed:

Mick Creedon
Manager

Next Review Date: May 2016