



Northern Ireland  
Civil Service

# Employee Engagement Charter | 2015



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## Introduction

Good engagement among all colleagues in the NICS helps us all to be more motivated and productive. Every one of us have a role to play, but as senior managers we recognise our leadership role, and alongside our NICS People Strategy we believe we need to place particular emphasis on supporting this engagement.

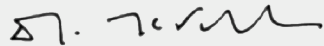
## What is employee engagement?

We recognise the talent and commitment of all our colleagues. Harnessing all that skill and energy, keeping a focus on our goals and values, is really important if we are to ensure the best performance from all of us. At the same time we want us all to gain the most from our work, and have a real sense of well being. In short, we want to bring out the best in everyone, including innovation, creativity and productivity.

## What are the benefits of employee engagement?

We have very varied tasks and roles in the NICS. Our challenge is to develop appropriate forms of engagement in our different businesses that really involve and motivate colleagues. Out of that work we want you to feel that your contribution is recognised and that you are valued and we want to see that together we achieve more for the public, while we want to ensure that everyone feels keen to be at work.

To deliver that we need clear, visible and effective leadership at all levels in our organisations, managers well able to translate strategy and policy into action, good and appropriate communication, good listening to each other and an ability to feed back. We want everyone to know what is expected of them, and to be prepared to do the best they can.



**Dr Malcolm McKibbin**  
Head of the Northern Ireland Civil Service  
4 March 2015



This Charter has been endorsed by all of the above

# Statement of Commitment from the NICS

We want to create an environment across the NICS that recognises and promotes employee engagement. Meaningful engagement means everyone is involved from individual employees and their line managers to the senior team right at the top.

## What the NICS will do:

<b>Strong strategic narrative</b>	<ul style="list-style-type: none"><li>• Promote collaborative working relationships and innovation</li><li>• Encourage learning and development and sharing best practice</li></ul>
<b>Engaged leadership</b>	<ul style="list-style-type: none"><li>• Effective leadership at all levels across the NICS that motivates, empowers and supports staff</li><li>• Leaders will be open, transparent, approachable, honest, trustworthy and supportive</li></ul>
<b>Engaging managers</b>	<ul style="list-style-type: none"><li>• Promote positive interaction between line managers and staff</li><li>• Recognise good performance and encourage continuous improvement</li></ul>
<b>Employee voice</b>	<ul style="list-style-type: none"><li>• Better communication</li><li>• Positively seek feedback, evaluate and listen/act upon staff concerns</li></ul>
<b>Organisational integrity</b>	<ul style="list-style-type: none"><li>• Treat our staff fairly, honestly, with respect and support them</li><li>• Promote staff wellbeing and a safe and healthy workplace</li></ul>

## What we need from you:

<b>E</b> ffective team member	<ul style="list-style-type: none"><li>• Respect for others and working together</li></ul>
<b>N</b> ot accepting anything but the best from yourself and others	<ul style="list-style-type: none"><li>• Motivated to achieve results and maximise performance of self and others</li></ul>
<b>G</b> oing the extra mile	<ul style="list-style-type: none"><li>• When required, being prepared to do more than the minimum level of effort</li></ul>
<b>A</b> cting for the greater good	<ul style="list-style-type: none"><li>• Working effectively and seeing your contribution to the bigger picture</li></ul>
<b>G</b> rowing your capability	<ul style="list-style-type: none"><li>• Taking all opportunities to enhance your skills for your own good and the good of your team</li></ul>
<b>E</b> thical behaviour	<ul style="list-style-type: none"><li>• Be principled, show integrity, trustworthiness and honesty in all your actions</li></ul>

