



## Our organisational culture

This document explains to new members of the team what it is like to work for Above and Beyond; what they can expect, in terms of the environment in which they will work; and what Above and Beyond expects, in terms of the behaviour and attitude of its team members.

Above and Beyond provides people with personal development opportunities. As an organisation, we try to reflect this in our practice by ensuring that all team members have an opportunity to develop themselves, be supported in their work, have fun, feel appreciated, and to assist us in helping Above and Beyond succeed.

Above and Beyond is part of the Voluntary Sector. We are a Community Interest Company (CIC) this means after our overheads; our excess financial surpluses are returned to the company ergo the community.

Above and Beyond was founded in June 2016 and started trading in September 2016. It was established by its current Directors Andrew Lake and Colin Laws. The organisation has a Company Secretary Jenny Laws and additionally there are currently two Volunteer Trustees, Joe Roughton and Margaret Williams. These Trustees offer professional support and guidance to the organisation. The organisation is registered with Companies House.

Above and Beyond offers four areas of speciality,

- Services for Young People and Communities,
- Staff and Volunteer Training and Development,
- Project Management
- and Consultancy.

We have an active website that will tell you more. We expect new team members to be very familiar with our website and to be actively involved with our social media content.

All our referrals are taken via the website, we do not accept verbal referrals, so it's important that you can guide others in the use of the website and its content.

All people who encounter Above and Beyond, be they referral agencies, young people, volunteers, funders, the press, or any other individual or organisation, should be presented with a professional image. This is achieved through our website, printed materials, telephone calls, presentations and in face-to-face meetings. Part of our professional image is for all staff to wear their ID badges when at work, use the vehicle signage we provide and wear our range of activity clothing when appropriate.

We take very seriously our duty of care for young people – it is expected that team members know about our Safeguarding and our Health and Safety policies and procedures, all of which can be accessed through the website.

Team members are also expected to manage our finances effectively. Taking care to get maximum value and staying within given budgets. Services will be delivered with the minimum of wastage and environmental impact. We will seek to minimise bureaucracy and have a streamlined and easy to understand services.

Above and Beyond expect all people it meets to be treated with respect, politeness and appropriately expressed good humour.

Above and Beyond aims to provide work environments that are friendly, relaxed and supportive

Above and Beyond expect team members to work towards the company's community aims and to support their team members and to have a flexible and solution-focused approach to their work.

It is important that we strive to meet the expectations of our funders and supporters.

We place a high value on creativity, innovation and experimentation. Staff are encouraged to think of new ways of doing things and to introduce new ideas, activities and ways of working to improve our services. This should not be a 'free for all' and a licence to do anything, but as an invitation to bring forward new ideas and to share them with the team.

Above and Beyond aims to provide opportunities for team members to achieve their full potential and to feel a sense of ongoing improvement and personal development, we encourage a culture of honesty and openness, in which feedback, praise and constructive criticism are sought, offered and welcomed.

We recognise that sometimes our team members will need to be flexible about their working hours, with some required to work during weekends and evenings. For that reason, it is expected that, by agreement with a Director that team members will manage their own working hours, provided their ability to carry out their duties is not adversely affected.