Staff Conduct and Expectations Policy 2019-20

All staff should have access to this policy and sign to the effect that they have read and understood its contents.

Date of last review: September 2019
Author: Executive Principal

Date of next review: September 2020
Owner: Ark Alexandra Academy

Type of policy:
☐ Network-wide
☐ Set for school
☒ Tailored by school

Approval: Board

School: ARK Alexandra Academy
Key Contact Name: Yvonne Powell

Key Contact Email: y.powell@arkalexandra.org
Key Contact Phone:

POSITIONING WITHIN ARK OPERATIONAL MODEL

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## Professional conduct and expectations

### Aims:
To ensure the Academy staff all operate with a common set of high values and are self-monitoring.

### Targets / outcomes:
Create a high quality professional environment ensuring high standards of conduct reflecting the ethos and the values of the Academy.

### Definition:
This document is a set of explicit expectations, based on our core values: leading by example, working together, respecting individuals, dedication to learning and achieving, openness, commitment to all, fairness.

### Standards and responsibilities for all staff

#### Collective responsibility
- Uphold and promote the school vision and values in and out of school
- To maintain a safe working environment for everybody
- To follow and implement the school’s policies
- To uphold safeguarding protocols
- Challenge and support colleagues and students who are not upholding the high expectations (in private)

#### Managing positive working relationships
- To be kind in all interactions
- To be conscious of the impact of your language and tone
- To acknowledge effort and hard work of colleagues and students
- Get to know your colleagues
- Demonstrate your faith in yourself and fellow colleagues
- Always use appropriate language, even when in an office and think you are not being overheard
- Deliver and implement all the value related behaviours
- Respond to each other positively – smile at each other
- When there is conflict try and resolve it immediately and face to face, in private
- Manage confidentiality thoughtfully
- Share effective practice and collaborate across departments
- Be supportive of each other
- Never undermine another colleague or the school’s policies and expectations

#### Appearance and presentation
- To wear appropriate professional work attire including accessories
- To wear closed toe and flat shoes
- Tattoos covered as best as possible
- No leggings or treggings to be worn as trousers
- No spaghetti straps, shorts, skirts at the knee
- Aware of and maintain good personal hygiene
- Model the standards we would expect of students
- Meet the school’s health and safety requirements

### Communication

#### Communication with students, verbal, e-mail and written
- Uphold and promote the school vision and values in all interactions
- Use professional and formal language
- Communication maintains clear professional boundaries between the student, parent/carer and member of staff
- Any email communication between students/staff must only be on the school based system
- No student pictures to be taken/stored on mobile phones or any personal contact details (including 6th Form).
- Use the school email for trips and visits rather than personal phone numbers

#### Communication with parents
- Be empathetic and listen - be mindful that parents/carers may be angry and a calm and measured response is needed
- Be prepared for meetings with as much as information possible
- Do not engage in conversations about other students
- Only engage within the school environment
• Record and log all communication with parents/carers
• Use polite and professional language
• Use positive and respectful language to talk about students
• Talk about the behaviours not the child and end on a positive note
• Be mindful that the parent has the right of access to everything written down about themselves and their child
• Maintain professional formal language when recording events or incidents for students
• Use the schools signature template and appropriate font and sizing in written communication: Georgia, size 11 (for formal documents)
• Remain emotionally neutral and provide the facts only

E-mail, verbal and written communication with staff
• The preference must be to communicate the message face to face first and email as a second option or as a follow up
• If a challenging conversation must be had, it must take place face to face and NOT via email in private
• Private conversations should only take place in your own office or a private space
• Difficult or inappropriate conversations must not happen in the corridor
• Professional and appropriate language should be used
• Conversations in front of students, parents and visitors should always be professional.
• Timely and accurate communication in advance of major events/CPD/INSET

Email
• Emails are a record so the content must be of a professional nature
• Formal language used at all times
• Emails should not contain a tone or emotional sentiment that might cause offence or upset
• BCC/CC and forwarding only the people who need to know
• Email records of meetings should accurately reflect the discussions of the meeting

Social media
• Use of social media follows any safeguarding protocols involving any content about themselves
• Understands the personal responsibility of their social media profile and privacy settings
• Articulates their views and beliefs appropriately on social media and accepts advice if mistakes are made.
• Professional distance on all forms of social media
• Avoid engagement in any social media that is detrimental to Ark Alexandra Academy.

Social contact outside of the workplace
It is acknowledged that staff may have genuine pre-existing friendships and social contact with parents of children, independent of the professional relationship.
• Staff should, however, also be aware that professionals who sexually harm children often seek to establish relationships and contact outside of the workplace with both the child and their parents, in order to ‘groom’ the adult and the child and/or create opportunities for sexual abuse.
• It is also important to recognise that social contact may provide opportunities for other types of grooming such as for the purpose of sexual exploitation or radicalisation.
• Staff should recognise that some types of social contact with children or their families could be perceived as harmful or exerting inappropriate influence on children, and may bring the Academy into disrepute (e.g. attending a political protest, circulating propaganda).
• If a child or parent seeks to establish social contact, or if this occurs coincidentally, the member of staff should consult with their line manager at the first opportunity. This also applies to social contacts made through outside interests or the staff member’s own family
• Some staff may, as part of their professional role, be required to support a parent/carer. Should the parent/carer seek to extend this support outside of the previously agreed professional role, this should be immediately discussed with senior management and where necessary referrals made to the appropriate support agency. Staff should be working as part of an agreed plan and not in isolation.

This means that staff should:
• always approve any planned social contact with children or parents with SLT, for example when it is part of a reward scheme
• advise SLT of any regular social contact they have with a child which could give rise to concern including new social contacts
• staff only communicate with children or parents via school based media
• inform senior management of any relationship with a parent where this extends beyond the usual parent/professional relationship
• ensure that they have discussed the boundaries of any pre-existing friendships and social contacts with parents with their line manager
• inform senior management of any requests or arrangements where parents wish to use their services outside of the workplace e.g. babysitting, tutoring
• direct any concerns raised directly to them about another member of staff through the appropriate channels

Relationships at work
• Colleagues need to treat each other with kindness
• Staff in a relationship should not display this in the workplace and should not let it impact on their roles or responsibilities. Students should not be aware
• Professional distance in working relationships e.g. appropriate to the work role
• If there is a conflict of interests such as line management, this should be declared to the Executive Principal.
Respecting the Academy environment
- Parking in the appropriate place
- Ensuring that the relevant people are aware if and when you access the sites out of hours
- Reporting any damage or Health and Safety to Premises – see it and report it
- Clean and wash up your own cups and plates
- Dispose of all litter and be conscious of maintaining a clean environment
- Do not stick posters onto the Academy walls unless in designated areas

Classroom environment
- Ensure classroom and public/shared spaces are kept clean and tidy
- Leave classrooms as they are found (only if found in good condition, otherwise please tidy up)
- Leave equipment and resources in the appropriate places
- Take care of, maintain and update displays
- Report any damage or health and safety issues to the Premises Team

Offices/communal social/work areas
- Always discuss the Academy proudly and professionally
- Build a positive picture of the student body, never placing negative thoughts into the minds of others
- Communicate information on a need to know basis only
- Keep all work areas tidy

Sickness management and punctuality
- Call by 7:00am. Inform the cover supervisor and your line manager on time
- Have cover work prepared in advance for planned absence
- Follow back to work protocol - completing paperwork and meeting with line manager
- Be on time to work everyday
- Be punctual to meetings

Managing work/life balance
- Communicate to line manager when help is required regarding work/life balance
- It is not necessary to check or respond to emails after 6pm or at weekends
- Be observant of colleagues and report any concerns
- Be proactive in making suggestions about how to reduce workload
- Follow and deliver all expectations so that we achieve 100% consistency for all staff and students
- Produce high quality live marking

Trips and visits
- Act as role models to students in a public forum: demonstrate manners, courteous behaviours
- Appropriate dress - professional NOT casual
- Use of voice and language when dealing with student
- Promote AAA - always positive and selling our strengths - proud and confident
- 1:10 ratio for school trip and residential trip, 1:15 on a low risk trip

Gifts
- Declare gifts over £50
- No preferential treatment of individual students

Safeguarding responsibilities
- Absolute responsibility for delivering the Academy’s safeguarding procedures
- Prioritising the safety and welfare of students at all costs
- Never ignoring any situation or action that might impact on the safeguarding of our students and staff
- Never communicate with students through social media
- Never socialise with students and if at a social event, regulate your communication
- Avoid being in the same social situation as students - modify and adapt your behaviours accordingly
- Never give a lift to a student unless you have business insurance and a second member of staff is present
- When meeting with a student please keep the door open and maintain high visibility

Smoking
- Staff may only smoke off site and in designated areas
- Will keep the smoking area clean
- Make sure you do not smell of smoke

Social events
- Behave in a way that promotes the Academy, never using derogatory language or behaving in a way that may be interpreted as perceived as offensive towards our Academy.

SLT and MLT will:
- Model, promote and support staff in achieving the highest professional conduct.
- Emphasise the why and then the what
- Secure consistency from all staff
Related documents

Ark Policies:
https://arkschools.sharepoint.com/ArkNetCentral/policies/Shared%20Documents/Forms/AllItems.aspx?id=%2FArkNetCentral%2Fpolicies%2FShared%20Documents%2FOur%20People