



Northfields

# Our Values



## Service

**Definition:** We endeavor to provide responsive and high quality customer service at all times. We value our processes, which allows everyone to be unique, whilst still delivering a very high level of team service.

### How this shows up in the business:

- We put customers at the forefront
- We are knowledgeable about our areas, property prices, local news and community events
- We do what we promise
- We are honest and trustworthy
- We are disciplined in updating our systems and understand the importance of our database
- We are respectful, punctual and manage our time effectively
- We present ourselves professionally



## Team

**Definition:** We work together and support each other consistently. We understand that everyone is recognised as equally important; everyone knows their own position within the company and what is expected of them on a daily basis, with knowledge of each other's job roles. We are always ready to be flexible and help whenever the team is short staffed or when circumstances require it.

### How this shows up in the business:

- We work hard and understand how to reach our targets
- We create a sense of ownership in all our teams so that everyone is invested in the future
- Our actions and decisions are always for the good of the team
- We are an inclusive workplace and value a diverse team
- We all contribute to a positive and fun environment
- We understand our team and company expectations
- Our social events include weekend and part time staff
- We embrace training and coaching to work towards our shared goals
- We celebrate our successes whilst embracing healthy competition
- We try to always have fun at work we are working 'with' the management and not 'for' the management.



## Caring

**Definition:** We care about our customers and our colleagues in equal measure and achieve this by being understanding, present, responsive, supportive, empathetic and non-judgemental. We treat everybody in the same manner and with respect, whether they be colleague, client, potential client or service provider and will not tolerate discrimination.

### How this shows up in the business:

- We are genuinely interested in our clients and what they want
- We endeavour to have fun at work and strive for a healthy work life / home life balance
- We make the most of the company's cutting edge training
- We take a vested interest in our own career progression and that of our colleagues
- Our work ethic is based on long term commitment to developing team skills and industry knowledge
- We are rewarded for excellent feedback from our clients by providing customer service beyond expectation
- We support charities both locally and nationally such as 'Log Cabin' and 'Agents Giving'
- We converse with our community via social media and support local businesses