



Culture

Engages with our Culture, commits to our Values, and participates in activities to support them.

- Role models and promotes RPC Values, proactively contributes to our culture, and participates in activities to support these.
- Understands the commercial and cultural benefits of our DEIB (Diversity, Equity, Inclusion and Belonging) and ESG (Environmental, Social and Governance) approach as set out in our [Responsible Business Report](#) and commits to taking action.
- Acts authentically and encourages others to do the same.
- Contributes to a supportive team culture that encourages inclusive collaboration and enables the team to achieve their ambitions.
- Proposes improvements to enhance the team or firm culture.
- Highlights behaviours that do not represent RPC Values or our DEIB practices and escalates with the appropriate person.
- Ensures organised events are inclusive and considers diverse needs.

- Supports and understands our 'one firm' approach, and always considers geographical and cultural differences.
- Takes collective responsibility for firm and team achievements.
- Understands the importance of keeping up to date with Firmwide developments and communications.
- Takes responsibility for maintaining personal health, wellbeing, and balance, and supports colleagues to do the same.
- Understands and embraces [Spark our Future](#) principles and supports others to adopt them.
- Understands and embraces workplace standards set out by relevant regulatory bodies and always behaves with integrity.



Knowledge and Expertise

Develops and maintains knowledge, skills, and expertise to produce excellent work.

- Commits to building foundation of technical knowledge and expertise.
- Develops understanding of RPC's policies, procedures, and terminology.
- Learns how the firm operates, our work, brand, pillars, clients, sectors, and Business Services.
- Builds knowledge of the firm's systems, processes and applications.
- Completes relevant IT learning, uses, and keeps up to date with IT tools available.
- Displays initiative when approaching tasks.

- Seeks out learning opportunities and constantly strives to improve and develop.
- Prepares for own Quarterly Conversations, proactively, considers career aspirations and development needs.
- Achieves relevant qualifications by successfully completing formal learning requirements.
- Seeks and responds to feedback constructively and with a growth mindset.
- Understands and applies the fundamentals of risk.
- Develops understanding of RPC's performance and quality expectations.



Clients

Delivers commercial solutions and an outstanding client experience to help our external and internal clients achieve their ambitions.

- Takes instructions from line manager/ team members and other clients and responds promptly.
- Asks relevant questions to understand the brief and clarification of their role in achieving tasks.
- Keeps team and internal clients updated on progress.
- Delivers on deadlines reliably and is responsive to changing needs.
- Updates team on capacity, availability, and commitments.

- Understands importance of building collaborative client relationships.
- Commits to understanding each client's preferences, how they like to work, and their expectations for delivery, and tailors service accordingly.
- Understands that every interaction impacts the client relationship and RPC brand.
- Consciously considers the impact of social media, is aware of personal impact and client perceptions.



Business Efficiency

Works efficiently and commercially to achieve our strategic priorities.

- Develops an organised approach to their work, planning and prioritising to deliver high quality outputs and meet required deadlines.
- Works collaboratively and demonstrates a positive approach to work relationships both within the team and in the wider firm.
- Uses IT systems efficiently to carry out their role and learns to adopt new technology.

- Understands the fundamentals of how RPC operates and relates it to their own work activities.
- Communicates progress on tasks and where capacity opportunities arises.



People

Collaborates, influences and manages people to bring out the best in them.

- Makes time for listening to others, respecting, and valuing differences.
- Asks questions and seeks opportunities to learn from others.
- Works collaboratively and demonstrates a positive approach to work relationships both within the team and in the wider firm.
- Learns how people in the team operate and their working preferences to build strong relationships.

- Communicates clearly to aid teamworking.
- Takes an inclusive approach to working with others.
- Recognises the importance of maintaining own wellbeing and asks for help when needed and keeps an eye out for others.