

Factsheet: Agile Working

Summary

Westminster City Council understands the importance of employees being able to balance their work and home lives. One of the ways of supporting this is through facilitating agile working. By enabling our staff to work agilely, we aim to create a more responsive, efficient and effective organisation; which advances business performance, increases customer satisfaction and improves the health and wellbeing of our staff.

Key principles

- There are no hard and fast rules on how to work agilely.
- There is no one-size-fits-all approach to agile working, agile working needs to work for the employee, their team and the Council.
- Agile working is more than just working from home or in the office, it is also about how and where we work most effectively.
- Agile working and accountability go hand-in-hand; we expect everybody to take responsibility for ensuring their work is completed on time and to high standards.

What employees can expect from the Council

- To be provided with opportunities to take control over where, when and how they do their work
- To have their judgement and personal organisation trusted
- To provide infrastructure for them to work efficiently
- To be trusted to deliver perform and contribute to the highest standards
- To be supported in finding solutions if things are not working

What the Council expects from employees

- That they will be accountable for their own work and meeting commitments
- That they will build the trust of others by ensuring work is completed to the highest standards
- That they will be pragmatic and recognise that it is not always possible to work the way they want

Managers are expected to...

- Encourage agile working and where possible lead by example to give their team members the confidence to do the same
- Try to facilitate the agile working of members in their team where possible, but on balance with the needs of the service, to ensure service needs are met

It is important to remember that there will be some occasions when it may not be possible to work agilely. In alignment with the Everyone Is A Leader facet of the Westminster Way, all agile working arrangements are to be made locally, between the employee and their line manager.

Useful links

[Health and Wellbeing Hub](#)