

Business Excellence at Saint Kentigern

An astute Statement of Intent

- The Statement of Intent focusses effort, establishes competitive advantage and ensures prosperity and sustainability
- The benefit of 'one organisation' is optimised whilst the uniqueness of each entity is celebrated
- Annual plans support our Statement of Intent, focus effort and ensure accountability

Compelling, authentic leadership

- Leadership is authentic, positive and reflective
- Leadership capacity is developed throughout the organisation
- Servant leadership is practised

Brand leadership

- Saint Kentigern Schools are great schools of the world
- Brand focus builds 'one organisation'
- Our brand enhances our proposition, engages our community and drives growth
- Our people are proud ambassadors of Saint Kentigern

A customer focussed culture

- We work together to create a positive culture
- We invest in understanding and engaging with our community
- Customer satisfaction is our priority
- Our systems and processes are designed to enhance customer experience

An engaged, supportive community

- Our Community are engaged supporters and positive advocates
- Philanthropic activity is encouraged and supported

Open and concise communication

- Communication is open, clear and consistent
- Stakeholder voice is encouraged and used to inform practice
- Feedback and feedforward is provided
- Organisation resources are available via the OLE

Exceptional information and knowledge management

- We practice knowledge based decision making
- Standardised processes are documented and accessible
- Critical Saint Kentigern information is secure and accessible
- ICT systems support and enhance operations
- Projects deliver strategic benefit



SAINT KENTIGERN

A high quality, innovative environment

- Best practice facilities are provided to support learners
- Facilities are safe, well maintained and efficiently run
- Robust Health and Safety systems are maintained and practised
- Environmentally sustainable initiatives are adopted

A continuous improvement ethos

- Reflection and regular review of personal and team practise
- Business improvement opportunities are actively implemented
- Learnings after key events and projects are adopted

An engaged and skilled staff

- Professional development supports strategic direction
- Opportunities are provided to extend skills and experiences
- We foster a positive team culture where the contributions of all staff are valued

Partnerships that optimise opportunity

- Robust procurement processes are followed
- Service level agreements ensure optimum performance
- Opportunities to develop partnerships are welcomed

A sustainable enterprise

- Astute and sustainable financial management is practised
- Robust business continuity and risk management plans are tested
- We adhere to all applicable legislation and standards
- There is a commitment to ethical, professional practice