



Ways of Working

ECC Workstyles



Workstyles



Anywhere



Community-based



Fixed-base



Operational Field-Based

1. Workstyle

The Workstyle relates to the **ROLE** and not the individual within that role.

The nature of each role will drive which Workstyle their role falls into.

The Workstyle helps to shape **potential** flexibility based upon the type of work the role delivers or business need.

The allocation of Workstyles will help us to plan our workspaces, technology and equipment.

The Workstyle for each role will be recorded on the Job Profile.

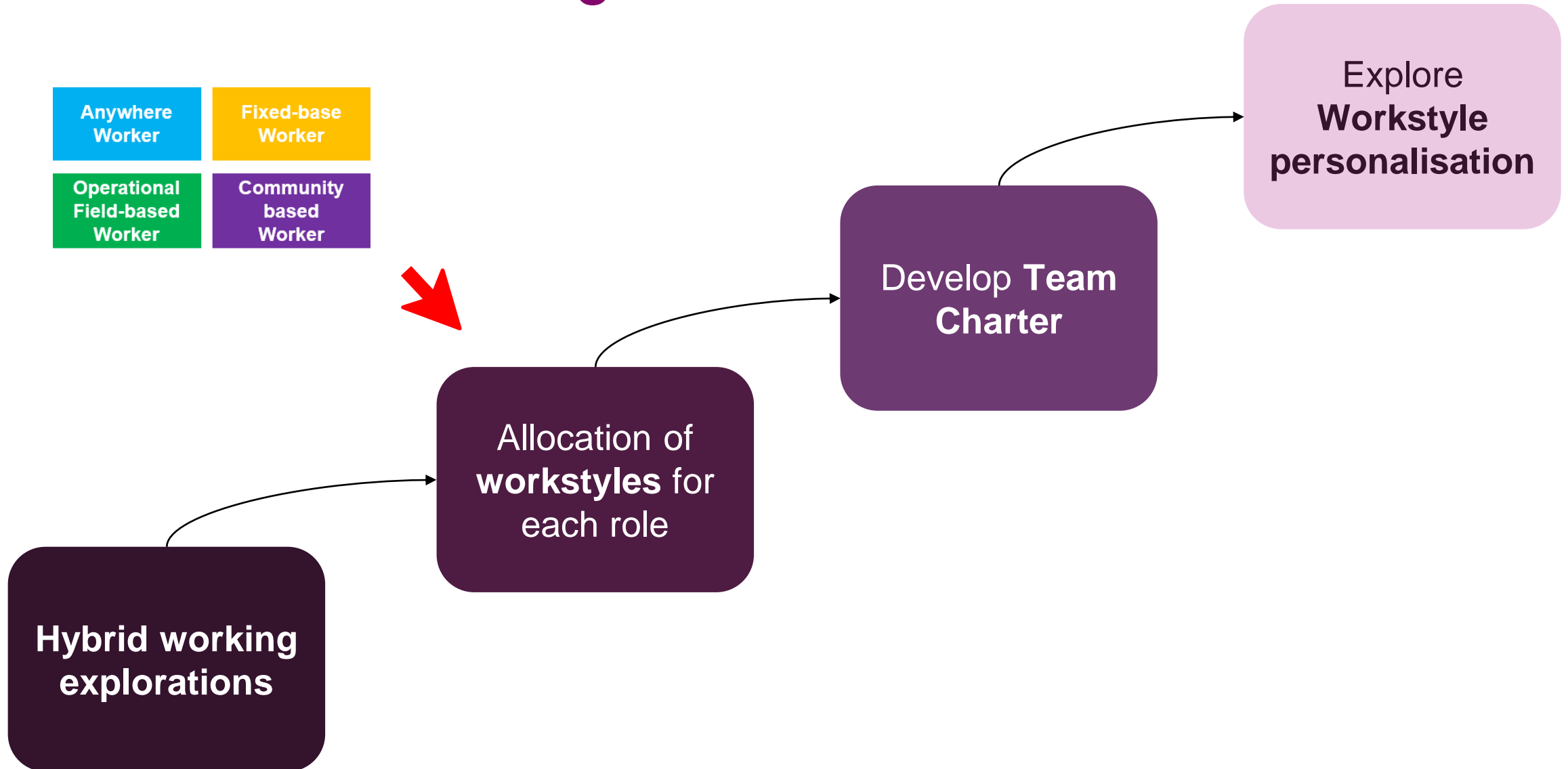
2. Personalisation

Workstyle personalisation relates to the **INDIVIDUAL** and considers the how, where, what, and when they may be able to perform the activities for their role.

There is no expectation that all workers of a particular workstyle will work in exactly the same way. Individuals may have variable ways of working based on their work activities and their individual circumstances.

Personalisation arrangements will be agreed informally, recorded on **My Performance** and reviewed regularly.

How it all fits together



The 4 work styles...

Anywhere Worker

- Desk & meeting centred
- Can work away from ECC workspace
- Possible to work from combination of locations

Fixed base worker

- Majority of role dependent on being at a building location
- The role requires a 'static' workspace where the employee spends most of their time

Operational Field-based

- Active role in the wider community
- Minimal desk activities
- Work base used to pick up and drop off equipment

Community-based worker

- Mostly working in wider Essex Community
- Customer facing role
- Desk work can be carried out at a combination of locations

The 4 work styles...

Fixed-base Worker

The majority of the role is dependent on building location and cannot be conducted elsewhere due to role requirements, specialist systems or equipment and/or where the role is customer facing from a set location.

Operational Field-based Worker

This is an active role in the wider community. This role has no or minimal computer/desk-based activities and their 'work base' would usually be somewhere to pick up/drop off the equipment needed for their role.

Anywhere Worker

The role is predominately desk and meeting centred. The role has the opportunity to primarily work away from an ECC workspace. The role may allow the individual to work from a combination of locations, including their home; using a 'hot-desk' at their admin base; their local library; other ECC buildings and potentially non ECC locations.

Community-based Worker

This role spends a high proportion of their day working in the wider Essex community. This is likely to be a customer facing role and needs to be working where the customer is rather than where the office is. These roles will likely include some computer/desk-based activities which could be undertaken at the individual's admin base; a partner organisation's premises; 'on-the-go' and/or potentially from their home.



Anywhere Worker

Anywhere
Worker



Workstyle

These roles would predominately not have a fixed work location. Visits to an ECC place of work would be for collaborative working, occasional desk-based tasks and appropriate learning activities. These roles work independently for all/most of the week. They may have minimal face-to-face interaction with service users (dependent on role and team). These roles utilise digital means to interact with colleagues and service users e.g. MTeams and email.

Time spent on-site would involve meetings, manager interaction, delivering or receiving learning activities and teamwork collaboration.



Workspace Requirements

These roles will in the main not have a dedicated ECC workspace, but may require an 'admin base' with hot-desk and PC facilities, and/or collaboration spaces.



Kit Requirements

Mobile devices to allow workers flexibility (determined by role). Aligned to Tech Strategy.



Typical Roles

Full examples will be provided as we work through the hybrid process, but current examples include: People Support, Finance, Tech Services, Project Managers, Business Support, Strategy, Policy, Marketing and Communications, Commissioning, majority of roles within Place & Public Health.



Fixed Base Worker

Fixed Base
Worker



Work Style

Client facing staff and/or those who work in a fixed location/place of work. Typically the post holder will spend a large proportion of their time at the fixed location.

A role/post where the job purpose can only be achieved at a specified location with a dedicated workspace or team work area and cannot reasonably be conducted elsewhere. They may work from more than one fixed location.



Workspace Requirements

Would be provided with a fixed workspace location. These workers will only be expected to make their workspace available for others to use if they are part time/job sharers or when they are on leave/training.



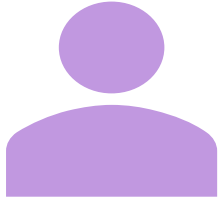
Kit Requirements

Fixed device where necessary, but otherwise, mobile devices to allow workers flexibility. Aligned to Tech Strategy.



Typical Roles

Full examples will be provided as we work through the hybrid process, but current examples include: Libraries, Registrars, Residential Workers, Catering Assistants.



Community Based Worker

Community
Based Worker



Work Style

These roles spend a lot of their time working within our wider community, but are also likely to have a base place of work. Their regular base may be located in one of our partner's buildings. Their role dictates when and where they work.

Their main job purpose can be achieved through client meetings, visits, project work and reports in order to provide a service to internal/external customers.

These workers may need to conduct some 'desk'-based activities, but they will work away from their admin base for much of the time.



Workspace Requirements

These workers will require work space for access to resources & professional interaction. These roles will in the main not have a dedicated workspace, but require an 'admin base' with hot desk facilities and collaboration spaces, potentially located as a team.



Kit Requirements

Mobile devices to allow workers flexibility. Aligned to Tech Strategy.



Typical Roles

Full examples will be provided as we work through the hybrid process, but current examples include: Social Care teams, Education Welfare Officers, Trading Standards Officers, Highways Inspectors, Ceremony Officers, Youth Workers, Occupational Therapists, Support Workers.



Operational Field-based Worker

Operational Field-
based Worker



Work Style

Roles that are working in the community. Their role dictates when and where they work. These are active roles that have no or rare requirement for a workspace except for occasional access to pick up equipment to undertake their role.



Workspace Requirements

These roles would not require any work space facilities and can use 'hot desking' facilities/shared desk areas for occasional admin and online training facilities, and possibly occasional collaboration spaces.



Kit Requirements

Mobile devices to allow workers flexibility. Aligned to Tech Strategy.



Typical Roles

Full examples will be provided as we work through the hybrid process, but current examples include: Outdoor Education, County Park Rangers, School Crossing Patrols, Drivers



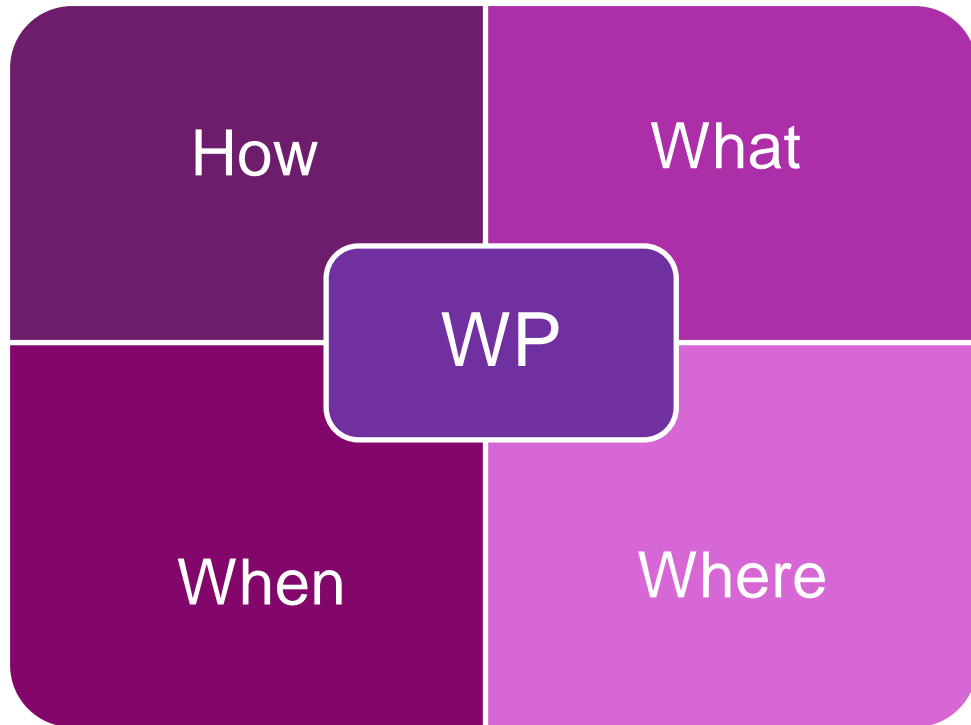
Workstyle Personalisation

The way employee personal preferences, needs and business requirements interact with Workstyles



Essex County Council

Workstyle Personalisation



Workstyle personalisation is **voluntary, mutually agreed**, and **non-contractual amendments** to working arrangements

Employees may have **variable** ways of working based on the nature of the role and their individual circumstances.

There is **no expectation** that all workers of a **particular type** will work in exactly the same way.

Level of flexibility will vary between roles, workstyles and services

Workstyle Personalisation Options

Although 'Fixed-based' and 'Operational Field-based' workers may have limited options for flexibility due to the nature of their role, 'Anywhere' and 'Community-based' workers may have variable ways of working based on the nature of the role and their individual circumstances. For example, one **Anywhere Worker** may have a very different pattern of work to another based on the requirements for the role.



Anywhere

Works mainly from home/other locations

Working Hours are Pre-set

Work split across ECC and other locations

Working Hours are partially flexible

Works from an ECC building

Working Hours are fully flexible

No expectation to work from an ECC building



Community-based

Works mainly from home/other locations

Working Hours are Pre-set

Work split across ECC and other locations

Working Hours are partially flexible

Works from an ECC building

Working Hours are fully flexible

No expectation to work from an ECC building



Fixed-base

Works from an ECC building

Working Hours are Pre-set

Working Hours are partially flexible (e.g. rota)



Operational Field-Based

Work is Field-based

Working Hours are Pre-set

Working Hours are partially flexible (e.g. rota)

Guidance & Support

WoW hub on intranet

- Ways of Working Expectations
- Workstyles guides
- Workstyle Personalisation guidance – manager & employee
- Manager guides – managing flexible and hybrid teams
- Working from home & flexible working guidance
- Working from Home Checklist
- Team Charter guidance & template
- Best practice guides

Manager drop-in sessions

Engagement sessions with Employee Networks & Trade Unions

My Learning – My Performance, MAP, My Wellbeing

Wellbeing support – OH, EAP, Stress Management

Tech Videos - <https://essexcountycouncil.sharepoint.com/sites/ITTraining>

Email: WOW@essex.gov.uk

WOW Champions – in development

