



# Our Culture

Who we are  
and how we do things

**MACMILLAN**  
CANCER SUPPORT  
JERSEY



IT'S NOT  
WHEN  
YOU FINISH  
IT'S WHY



SMALL  
CHANGE  
**BIG**  
DIFFERENCE

01534 498188  
WWW.MACMILLANJERSEY.COM

Macmillan Cancer Support Jersey Ltd., The Oasis, Suite 2.122, 122, 123, 124, 125, 126, 127, 128, 129, 130, 131, 132, 133, 134, 135, 136, 137, 138, 139, 140, 141, 142, 143, 144, 145, 146, 147, 148, 149, 150, 151, 152, 153, 154, 155, 156, 157, 158, 159, 160, 161, 162, 163, 164, 165, 166, 167, 168, 169, 170, 171, 172, 173, 174, 175, 176, 177, 178, 179, 180, 181, 182, 183, 184, 185, 186, 187, 188, 189, 190, 191, 192, 193, 194, 195, 196, 197, 198, 199, 200, 201, 202, 203, 204, 205, 206, 207, 208, 209, 210, 211, 212, 213, 214, 215, 216, 217, 218, 219, 220, 221, 222, 223, 224, 225, 226, 227, 228, 229, 230, 231, 232, 233, 234, 235, 236, 237, 238, 239, 240, 241, 242, 243, 244, 245, 246, 247, 248, 249, 250, 251, 252, 253, 254, 255, 256, 257, 258, 259, 260, 261, 262, 263, 264, 265, 266, 267, 268, 269, 270, 271, 272, 273, 274, 275, 276, 277, 278, 279, 280, 281, 282, 283, 284, 285, 286, 287, 288, 289, 290, 291, 292, 293, 294, 295, 296, 297, 298, 299, 300, 301, 302, 303, 304, 305, 306, 307, 308, 309, 310, 311, 312, 313, 314, 315, 316, 317, 318, 319, 320, 321, 322, 323, 324, 325, 326, 327, 328, 329, 330, 331, 332, 333, 334, 335, 336, 337, 338, 339, 340, 341, 342, 343, 344, 345, 346, 347, 348, 349, 350, 351, 352, 353, 354, 355, 356, 357, 358, 359, 360, 361, 362, 363, 364, 365, 366, 367, 368, 369, 370, 371, 372, 373, 374, 375, 376, 377, 378, 379, 380, 381, 382, 383, 384, 385, 386, 387, 388, 389, 390, 391, 392, 393, 394, 395, 396, 397, 398, 399, 400, 401, 402, 403, 404, 405, 406, 407, 408, 409, 410, 411, 412, 413, 414, 415, 416, 417, 418, 419, 420, 421, 422, 423, 424, 425, 426, 427, 428, 429, 430, 431, 432, 433, 434, 435, 436, 437, 438, 439, 440, 441, 442, 443, 444, 445, 446, 447, 448, 449, 450, 451, 452, 453, 454, 455, 456, 457, 458, 459, 460, 461, 462, 463, 464, 465, 466, 467, 468, 469, 470, 471, 472, 473, 474, 475, 476, 477, 478, 479, 480, 481, 482, 483, 484, 485, 486, 487, 488, 489, 490, 491, 492, 493, 494, 495, 496, 497, 498, 499, 500, 501, 502, 503, 504, 505, 506, 507, 508, 509, 510, 511, 512, 513, 514, 515, 516, 517, 518, 519, 520, 521, 522, 523, 524, 525, 526, 527, 528, 529, 530, 531, 532, 533, 534, 535, 536, 537, 538, 539, 540, 541, 542, 543, 544, 545, 546, 547, 548, 549, 550, 551, 552, 553, 554, 555, 556, 557, 558, 559, 560, 561, 562, 563, 564, 565, 566, 567, 568, 569, 570, 571, 572, 573, 574, 575, 576, 577, 578, 579, 580, 581, 582, 583, 584, 585, 586, 587, 588, 589, 590, 591, 592, 593, 594, 595, 596, 597, 598, 599, 600, 601, 602, 603, 604, 605, 606, 607, 608, 609, 610, 611, 612, 613, 614, 615, 616, 617, 618, 619, 620, 621, 622, 623, 624, 625, 626, 627, 628, 629, 630, 631, 632, 633, 634, 635, 636, 637, 638, 639, 640, 641, 642, 643, 644, 645, 646, 647, 648, 649, 650, 651, 652, 653, 654, 655, 656, 657, 658, 659, 660, 661, 662, 663, 664, 665, 666, 667, 668, 669, 670, 671, 672, 673, 674, 675, 676, 677, 678, 679, 680, 681, 682, 683, 684, 685, 686, 687, 688, 689, 690, 691, 692, 693, 694, 695, 696, 697, 698, 699, 700, 701, 702, 703, 704, 705, 706, 707, 708, 709, 710, 711, 712, 713, 714, 715, 716, 717, 718, 719, 720, 721, 722, 723, 724, 725, 726, 727, 728, 729, 730, 731, 732, 733, 734, 735, 736, 737, 738, 739, 740, 741, 742, 743, 744, 745, 746, 747, 748, 749, 750, 751, 752, 753, 754, 755, 756, 757, 758, 759, 760, 761, 762, 763, 764, 765, 766, 767, 768, 769, 770, 771, 772, 773, 774, 775, 776, 777, 778, 779, 780, 781, 782, 783, 784, 785, 786, 787, 788, 789, 790, 791, 792, 793, 794, 795, 796, 797, 798, 799, 800, 801, 802, 803, 804, 805, 806, 807, 808, 809, 810, 811, 812, 813, 814, 815, 816, 817, 818, 819, 820, 821, 822, 823, 824, 825, 826, 827, 828, 829, 830, 831, 832, 833, 834, 835, 836, 837, 838, 839, 840, 841, 842, 843, 844, 845, 846, 847, 848, 849, 850, 851, 852, 853, 854, 855, 856, 857, 858, 859, 860, 861, 862, 863, 864, 865, 866, 867, 868, 869, 870, 871, 872, 873, 874, 875, 876, 877, 878, 879, 880, 881, 882, 883, 884, 885, 886, 887, 888, 889, 890, 891, 892, 893, 894, 895, 896, 897, 898, 899, 900, 901, 902, 903, 904, 905, 906, 907, 908, 909, 910, 911, 912, 913, 914, 915, 916, 917, 918, 919, 920, 921, 922, 923, 924, 925, 926, 927, 928, 929, 930, 931, 932, 933, 934, 935, 936, 937, 938, 939, 940, 941, 942, 943, 944, 945, 946, 947, 948, 949, 950, 951, 952, 953, 954, 955, 956, 957, 958, 959, 960, 961, 962, 963, 964, 965, 966, 967, 968, 969, 970, 971, 972, 973, 974, 975, 976, 977, 978, 979, 980, 981, 982, 983, 984, 985, 986, 987, 988, 989, 990, 991, 992, 993, 994, 995, 996, 997, 998, 999, 1000



**01 Our Culture**

**02 Our High Performing Team**

**03 Our Vision and Purpose**

**04 Our Values**

**05 Our Strategy**

**06 Our Empowered Execution**





# Our Culture

**At Macmillan Jersey, our culture isn't just a thing we talk about, it is everything.**

**We like to describe our culture as 'The way we do things around here'**

At Macmillan Jersey we put our people at the heart of everything we do. Whatever your connection is to the charity, we want to ensure that our culture is embedded in your everyday life to ensure we deliver the best experience to anyone that comes into contact with us.

Our culture is reflected in our Vision and Purpose which defines what we do and it comes to life through our values everyday as we highlight how we do this.

THE LOUNGE

CHARITY BOOK CA

26

26

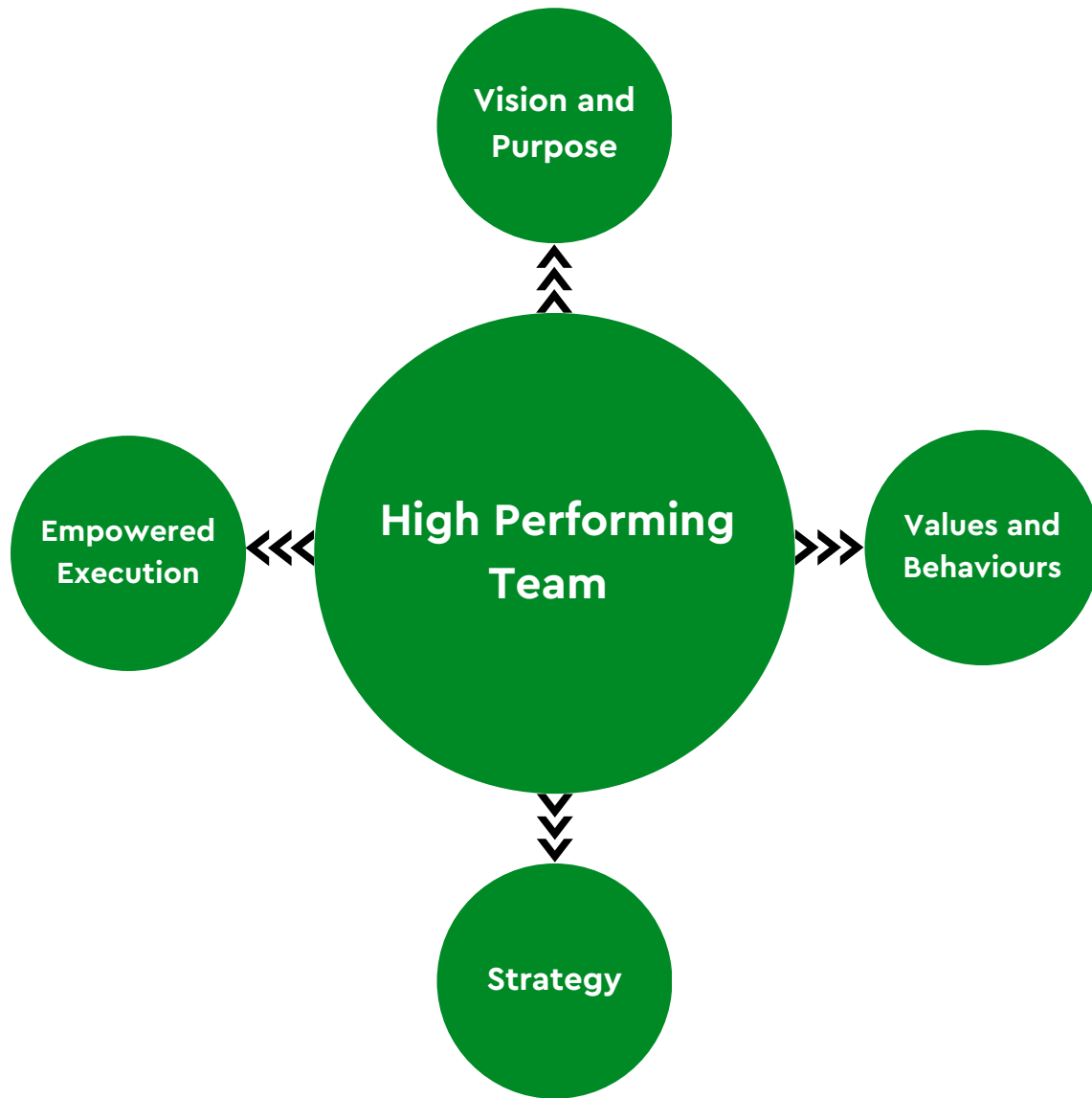
THE LOUNGE  
CHARITY BOOK SALE

COME IN WE ARE  
OPEN

STORE HOURS  
MON-THUR 10-5  
FRI-SAT 10-4  
SUN 11-4  
THANK YOU



# We are one High Performing Team at Macmillan Jersey



'Our Vision and mission determine where we are going.  
Our values and behaviours determine how we aim to get there.'



# **Vision and Purpose**







# Our Vision and Purpose

## What we do

### **Vision:**

To support everyone in Jersey affected by cancer, whilst shaping the future of cancer care.

### **Purpose:**

To support local people affected by cancer.

# Values and Behaviours







**Helpful**



**Empathetic**



**Together  
as one**

# **Our Values**

**H.E.A.R.T**



**Responsible**



**Authentic**

# We are Helpful

## What we don't do

- ✗ We don't dismiss 'what matters most to people'
- ✗ We don't disrespect our working environment
- ✗ We don't make assumptions

## What we do

- ✓ We listen and are respectful of people's needs
- ✓ We create a welcoming and supportive space where people feel comfortable
- ✓ We recognise the communication needs of people and adapt accordingly



# **We are Empathetic**

## **What we don't do**

- ✗ We don't make judgement**
- ✗ We don't disregard your thoughts and feelings.**
- ✗ We don't pretend to be experts**

## **What we do**

- ✓ We actively listen with compassion to your needs**
- ✓ We treat everyone equally and as an individual**
- ✓ We try to understand what you are experiencing and are here to help**

# We are Authentic

## What we don't do

- ✗ We don't say one thing and do another
- ✗ We don't misalign our values
- ✗ We don't disrespect others and make decisions without effective communication

## What we do

- ✓ We do what we say we do
- ✓ We are inclusive and respectful of difference and diversity
- ✓ We are true to ourselves and our values



# We are Responsible

## What we don't do

- ✗ We don't blame others
- ✗ We don't forget the impact our actions and behaviours have on the team
- ✗ We don't neglect matters that concern us and leave them unresolved

## What we do

- ✓ We take ownership of our own behaviour
- ✓ We understand our responsibilities and empower ourselves and others to succeed
- ✓ We are Ambassadors of Macmillan Jersey

# **We are Together as one team**

## **What we don't do**

- ✗ We don't work in Silo and create a divide**
- ✗ We don't dismiss the views, opinions and ideas of others.**
- ✗ We don't underestimate the importance of effective communication**

## **What we do**

- ✓ We communicate openly and effectively**
- ✓ We respect, support and value each other**
- ✓ We recognise the importance of each individual and their contribution and celebrate their success**







# Strategy

*Our roadmap to ensure we achieve our longterm goals.*

A long and short term strategy is created collectively to ensure we are taking the right steps towards our vision. Although our vision - our northern star, remains the same, we as a team are flexible with our strategy and ensure this is reviewed regularly to make sure we are on the right track. Our strategy enables us to continue delivering an outstanding service that meets the needs of our local community, whilst taking steps closer in helping shape cancer care in Jersey.









**Empowered  
Execution**

# Empowered Execution

At Macmillan Jersey, we empower our team to lead their own roles and execute their objectives in their unique way.

Our team are empowered by enabling each individual to be their own leader. We focus on our team's mindset, skillset and toolset.

Together as one team, we continue to serve our community to the best of our ability.

**A Special Thank You to Royston Guest for his support in working with our team at Macmillan Jersey to create our Culture booklet.**









# Macmillan Cancer Support Jersey

**Supporting islanders affected by cancer**

The Oasis,  
Suite 2.13, Lido Medical Centre  
St Saviours Road  
Jersey  
JE2 7LA  
01534 498188

The Lounge (fundraising)  
26 Burrard Street  
St Helier  
Jersey  
JE2 4WS  
01534 498189