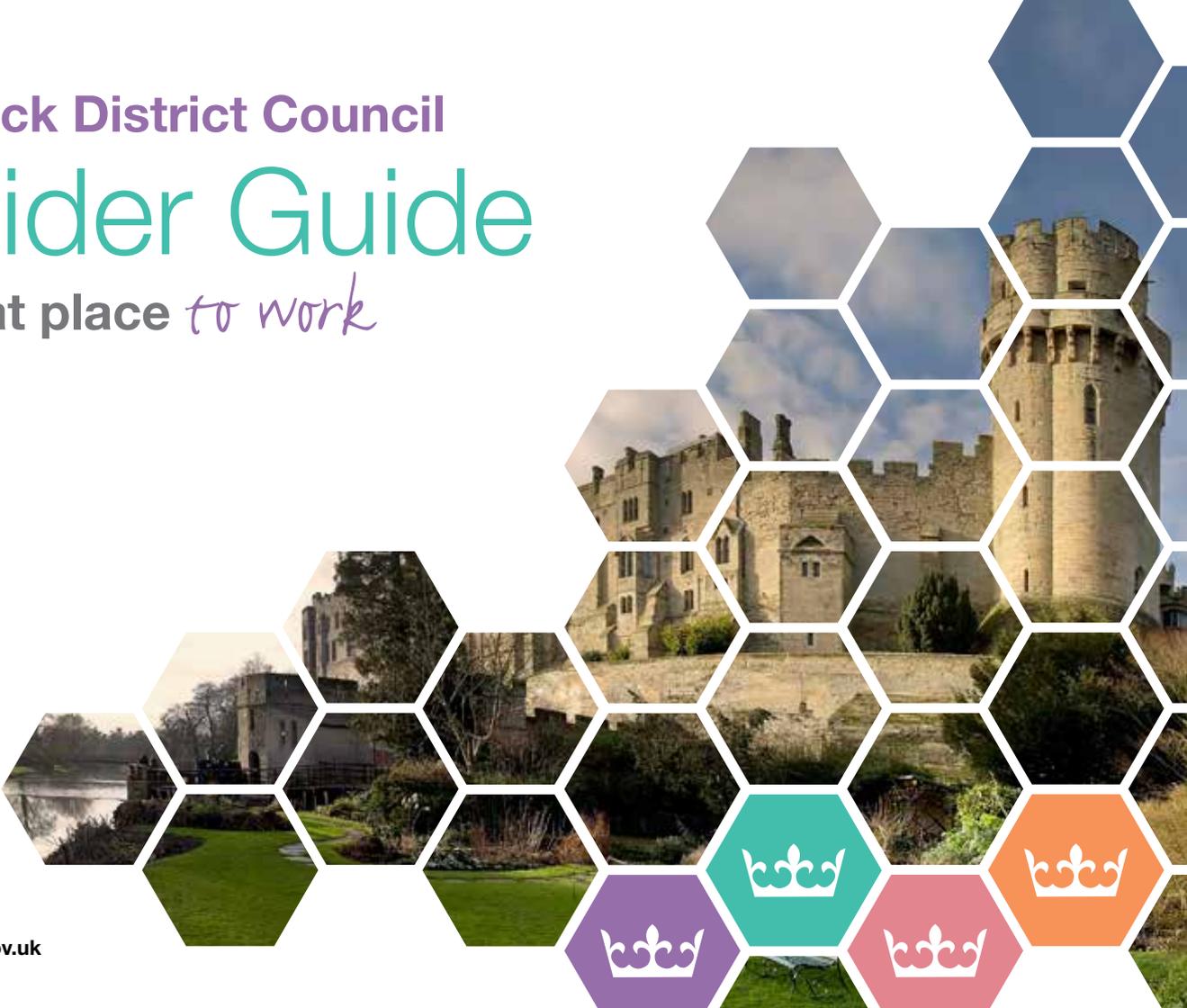


Warwick District Council

# Insider Guide

A great place *to work*



[www.warwickdc.gov.uk](http://www.warwickdc.gov.uk)

# Welcome!

Welcome to this guide to working at Warwick District Council – the information in the following pages opens the door to working life at the council and we hope it inspires you to join us.

Joining Warwick District Council means being part of a small and dedicated team focused on delivering good value services to the community.

You'll find a real sense of belonging and a feeling of us all working together towards the same goal.

We offer competitive salaries, flexible working options, generous holiday entitlements, a pension scheme and opportunities for training and personal development.

We know you'll like what you read in this guide. Consider joining us as we move forward to improve and develop as a thriving council in the heart of the Midlands.



# Warwick District Council at a glance

## Would you like to be part of our team?

Here at Warwick District Council we pride ourselves on the fact that we offer you a great place to work.

Despite facing the same challenges as any other local authority, our appetite for continuous improvement is boundless and working with our partners, we continually review how we deliver our services cost effectively. In fact improved efficiencies have saved the council £5m since 2010.

Everything we do is about people - from the communities we serve to the staff that make sure they can deliver our services, we aim to engage with our customers positively.

Our people make us unique. They feel part of our story because they are the people behind the services we deliver.



We achieve our goals by recruiting and retaining motivated, empowered and flexible staff.

We are committed to training and development and we encourage a healthy work-life balance for our staff and have achieved the National Award for England's Health & Well-being Charter and Investors In People accreditation.

And this is why Warwick District Council offers the rewards and benefits that make it a great place to work.

# People Like You

We are looking for people with passion, drive and ambition to help us realise our future plans and potential – people like you!



We offer a wide range of career opportunities at every level of the organisation from apprenticeships to senior management, permanent to fixed term contracts or part time working, we have something for everyone.

We employ people in many different jobs and professions. Our different service areas work together as one team to ensure we are always customer focused.

Some people join us straight from school or university, others bring their vast array of experience from the commercial, public and third sectors. Whether you have decades of experience or you're just starting out, we could have the right role for you. Just search our current vacancies and find out if there's an opportunity for you right now!

Vacancies can be found on our website as well as WMJobs, the leading site for public sector jobs.

Visit [www.warwickdc.gov.uk/jobs](http://www.warwickdc.gov.uk/jobs) and [www.wmjobs.co.uk](http://www.wmjobs.co.uk)

# Our plans



# Vision

## A great place to live, work and visit

Where we aspire to build sustainable, safe, stronger and healthier communities.

We have a passion to improve services and we want to be able to ensure our effectiveness each and every-day. Our workforce is central to our success and is key to us being able to develop an organisation that is fit for the future. To do that we need to recruit the right people to join us on that journey.

Our aspiration is for an engaged and committed workforce which is customer focused, business-like and able to develop and deliver efficient and effective services.

Warwick District Council has a constructive, transparent and cordial relationship with Unison and GMB as recognised Trade Unions.

# Fit for the Future

Our vision to make Warwick District a great place to live, work and visit is underpinned by three main areas:

1

## People

To make Warwick District Council a great place to work! Ensures our staff have the skills and knowledge to do their jobs well and to be supported through training and development. But more than that, through clear and focused communications we want them to understand how they fit into the organisation and how they contribute to our vision. We want staff that challenge the way we do things, think outside the box and keep us moving forward.

For more information visit our website:  
[www.warwickdc.gov.uk](http://www.warwickdc.gov.uk)

A great place to work





2

### Service

To deliver clean, green and safe services, to our local residents. And by listening to their feedback, we will continuously review and measure the way we do things, making improvements along the way.

### Money

To balance the budget, operate efficiently and to make our assets work for us. It is important that our staff review the way we do things, find efficiencies, cost savings and generate income to help us to work within our budgets.

3

## Putting People First

Our People Strategy 2016 - 2020 sets out how we support our Fit for the Future programme. Its aim is to ensure that our approach to resourcing, learning and development, and cultural change develop the workforce we need.

It also outlines the future needs of our workforce to assist us in attracting, recruiting and retaining the right people; providing the development they need and allowing them to grow and progress; harnessing their potential and planning for the future.

It is through our staff that we will deliver our priorities for the residents of Warwick District; the People Strategy is a fundamental part of how we can deliver the organisation's vision – making Warwick District a great place to live, work and visit.

We can only achieve our ambitions successfully through our people.

The way we lead and support our staff is fundamental to the successful delivery of quality services. To help us do that we are committed to investing in our staff and for many years have retained the Investors In People Award.

We need the right people to come and help us achieve our goals!

**Could it be you?**

To make Warwick District *a great place to live, work & visit.*



Fit for the Future

# Our Values

Our values are at the heart of everything we do. They provide the framework within which we engage with our employees, and ultimately influence and shape our organisational culture.

They are the driving force behind all the work we do.

## **Honesty and openness**

We will be truthful & transparent about how we run the council.

## **Value for money**

We will make efficient use of resources to offer the best service at the best price.

## **Fairness and equity**

We will value all citizens and work without bias or prejudice.

## **Community focused**

We will put the needs and aspirations of our local communities to the fore and work collaboratively and flexibly as one council.

## **Environmentally sensitive**

We will ensure our long term impacts are minimised and are sustainable for future generations.

# Equality and Diversity

We are an Equal Opportunities employer throughout our recruitment and selection procedures, as well as learning and development, appraisal and promotion opportunities.

We quite simply recruit the best person for the job. We use fair and open selection, based on knowledge and experience, skills and behaviour and welcome applications from all.

We promote an environment free from discrimination harassment and victimisation and ensure we offer equality of opportunity to all of our staff.



# Our Services

And the teams that provide them

We offer valuable and accessible services for the community which helps to promote Warwick District as a great place to live, work and visit and these include;





Learning and Development

Human Resources

ICT Services

Royal Spa Centre Theatre & Cinema

Leamington Spa Art Gallery & Museum

Community Partnership Team

Car Parking Services

Asset Management

Licensing

Community Sports

CCTV in towns

Refuse & Recycling

Street Cleansing

Conservation

Health and Community Protection

Media and Communications

Outdoor Sports facilities  
tennis, bowls and athletics

Audit and Risk

Lifeline Services

Crematorium Services

# A great place to live

Warwick District covers 110 square miles, with 137,000 residents in the towns of Kenilworth, Royal Leamington Spa, Warwick, Whitnash and the surrounding villages.

Positioned at the centre of the UK, it has excellent road and rail links providing easy access to the whole country.

With a growth economy and unemployment rate which is considerably lower than the national and regional averages, it is a vibrant, lively and aspirational part of the country.

Recently listed as the second best place to live in the Midlands (Sunday Times 2017), Royal Leamington Spa offers beautiful parks and gardens, achieving Green Flag status for Jephson Gardens, at the heart of the town.

With a vibrant night time economy, it has been awarded Purple Flag status in Royal Leamington Spa in recognition of its well-co-ordinated approach. In addition, its CCTV operation has achieved British Standard accreditation, with a number of staff receiving commendations.

The district boasts a rich cultural heritage, with two of the most popular tourist attractions being Warwick Castle and Kenilworth Castle. The Royal Pump Rooms in Royal Leamington Spa is a cultural and tourist attraction and there are several museums in Warwick. Warwick Racecourse is right next to the town centre and hosts televised meetings several times a year. The Royal Spa Centre runs a programme of theatre, drama, comedy, film and community events in its 794-seat main house and 160-seat studio theatre and the Royal Shakespeare theatre is in nearby Stratford upon Avon.



# Work life balance



We value the contribution from our employees and offer benefits to help their work life balance, such as flexible and agile working opportunities.

We also have a Work Perks voucher scheme available to staff which gives access to a choice of savings and discounts:



**Discounts and offers from supermarkets and high street retailers**

**Discounts on holidays and entertainment**

**Discounted day trip and leisure passes**

## Benefits

We do all we can to cater for the things that are important to our staff.

Most jobs are flexible, offering agile working, full or part time and job sharing. You can expect generous holiday entitlements, a pension scheme and opportunities for training and personal development.

## Other non-pay benefits include:

- Excellent town centre location which is easy to reach by road or rail
- On site café style area
- 23 days holiday per year (plus Bank Holidays & Concessionary day at Christmas) increasing to 28 days after 5 years' service and 31 days after 10 years' service
- Free onsite parking
- Option to join generous Local Government Pension Scheme
- Enhanced Maternity pay and provision of Maternity and Paternity Support Leave
- Professional subscriptions paid
- 20 year Long Service Award (including choice of 2 weeks additional annual leave or a gift / money plus eligibility for entering into a draw for the Queen's Garden Party)
- Salary sacrifice schemes which save tax and national insurance - including childcare vouchers and cycle to work
- Early Friday finish!

# Our People

It's our people that make us special and allow us to make a difference. And you can hear what they have to say about working for our council.



A picture paints a thousand words



# What's it like working at Warwick District Council?

This is  
what our staff  
say about  
working  
here



**Fun!**

Different job  
opportunities

**Flexible**

**Excellent learning and development**

**Transparent Inspiring**

Excellent location – heart  
of Royal Leamington Spa

A listening  
organisation

**Values people**



Tries  
to  
get it  
right

Encourages progress – providing training

**Innovative**

**Trustworthy**

Faces  
any  
issue

Future looking, give people a voice

Excellent communication –  
Top – down, Open door policies



Good apples working here!

Three members of Warwick District Council staff take the time to tell us what it is like to work at the council.

### What is your work background?

I'm a graphic designer and I've been doing it for nearly 30 years!

### Interests outside work?

Design, Design, Design! Art and music. I'm a drummer – not in a band – but it's something I've picked up later in life. It's really good fun!

### What's it like doing your role?

I really enjoy it and the variety of work is excellent.

What's really nice is that you get to see it all locally whether it be a brochure or a poster you get to see it. Also, the fact that we are independent and we are trusted and we are left to get on with it is really good.

### What's it like working in your team?

It's a very small close knit team and we help each other and bounce ideas off each other and have a great sense of camaraderie.

### What about working for the council?

It's excellent there is variety and flexibility and they tend to be really nice people that work here.

### What support do you get from the council to do your role?

A lot. If you say you need training they will be open

to it. In fact we recently were asked if we need anything to help us to do our job better and we mentioned an online training portal and we now have a subscription to it.

### Any advice for people thinking about applying for a role at the council?

Be open minded about it. People think that it's old fashioned working in a council but it's not. I can

Eleri Usher



Graphic Designer

have green hair here and no one gives me a second glance. You're just got to give it a go and apply and come and see – you'll be surprised.

### One word to sum up WDC?

**Balanced!** There are lots of non-pay benefits about working here that on balance are worth their weight in gold!

## What's your work background?

I have worked in customer services for the past 10 years in both the public and private sector, and I have a degree in Communication, Culture and Media.

## What's your role?

I'm currently undertaking a secondment as a Digital Content & Social Media Officer – I'm passionate about providing a professional service to our customers, and this role offers me the opportunity to shape and influence the digital contact direction of the council.

## What's it like working for the council?

The council faces challenging times ahead but the ethos always remains positive. The

council is committed to its staff and its residents. The facilities and benefits of working for the council are great, from flexi-time to the new Work Perks scheme which offers discounts on holidays and your everyday shopping.

## What is the best thing about working for the council?

Flexi-time is a huge bonus – as someone with children, it's great to know that I've got the ability to leave early if I need to and that I won't be impacted financially. I also like the location – being in the centre of Leamington is great for shops and bars when 5:15pm rolls round!

## What skills do you need?

**I would say a passion for providing great customer service,** team work and good taste in tea or coffee!

## One word to sum up WDC?

**Innovative.**

## What support do you get from the council to do your role?

There's always a member of staff on hand to help – you're never alone, and there's no such thing as a silly question. There are a range of courses available for staff to go on to further their career.

Kris  
Walton



Digital  
Content and  
Social Media  
Officer

## Any advice for people thinking about applying for a role at the council?

**WDC is a great place to develop your skills** and will provide further opportunities for you.

## What's your work background?

I graduated with a Politics and Sociology (BA Hons Degree) in 1992, and afterwards I did my Chartered Institute of Housing and I've worked in housing ever since in the public and private sector. I've worked for three local authorities and three private sector housing associations.

## Interests outside work?

I like going to the gym, I love cooking, going on holidays and I love meeting people. I enjoy watching TV particularly cooking programmes and documentaries.

## What's it like doing your role?

It's a really interesting job -

**very customer focused**, it's all about engaging with communities, building relationships and trying to get tenants involved in our service delivery.

## What's it like working in your team?

Excellent. We are quite a small team within the council with two performance officers and two engagement officers but we all get on really well and work well together as a team.

## What about working for the council?

**The council is always striving to improve and do the very best for communities – and that's a very satisfying feeling**

**knowing that you are part of that.**

The council will also always recognise and reward good work.

## What is the best thing about working for the council?

The flexibility, and that we are very customer focused. **It's a very innovative and forward thinking council** The free parking is also a bonus!

## Any advice for people thinking about applying for a role at the council?

It's a friendly place and we are going places. You are very supported by the council and colleagues

Jaz Kundi



Engagement Officer

and the people are genuinely nice so I would say apply today!

**The council will also always recognise and reward good work** and I think that is important

## One word to sum up WDC?

**Progressive.**

# Warwick District at a glance

Working age  
employment rate in  
Warwick was 79%  
in 2016.

The number of  
16 - 24 year olds  
in employment  
has risen by 3,300  
during 2016.

Warwick has the  
highest mean salary  
for jobs advertised,  
reflecting the higher  
qualifications  
demanded in  
the area.



The most  
demanded skill in  
Warwick is Excel,  
followed by Project,  
Contract and Business  
Management skills.

55% of residents  
work in Warwick  
district, with most  
out-commuting to  
Coventry.





# And Finally!

## Visit the website

We know you'll like what you have read here, just visit our jobs pages at:

[www.warwickdc.gov.uk/jobs](http://www.warwickdc.gov.uk/jobs)

or [www.wmjobs.co.uk](http://www.wmjobs.co.uk) for our latest job opportunities.

**Get in touch - we could be the organisation for you!**

**[www.warwickdc.gov.uk](http://www.warwickdc.gov.uk)**

Email the team at: **[hr@warwickdc.gov.uk](mailto:hr@warwickdc.gov.uk)**

