

Cambridge City Council



Candidate Information Pack

**Housing Maintenance & Assets – Property
Compliance & Risk Manager**



Contents

Welcome from the Head of Service

The Role

Benefits of Working for Cambridge City Council

Pay and Conditions

Equality and Diversity

Pre-Employment Checks

Our Vision and Values and Competency Framework

About the Council

Applying

“We believe in the dignity of all people and their right to respect and equality of opportunity. We value the strength that comes with difference and the positive contribution that diversity brings to our community. Our aspiration is for Cambridge and the wider region to be safe, welcoming and inclusive”.

This commitment, as set out in our Equality Pledge, is reflected in the way we provide services for communities and also in seeking to ensure that our employment policies and procedures are equitable.

We value having a workforce which is representative of the City that we serve, therefore we welcome applications from all sections of the community particularly from those who are under-represented in our organisation, such as disabled people and people from BAME communities.

If you require this document in an alternative format please contact recruitment@cambridge.gov.uk.

Welcome Message from the Head of Service

Dear Candidate

Here at Cambridge City our Housing Maintenance & Assets Service has a mission. To be customer focussed and business-like so that we can manage and maintain our housing stock and other buildings in a safe, efficient, and financially sustainable manner.

In order to do this, we have been working hard. Planning, preparing and identifying priority areas for action.

We have recently undergone a full service review and are now restructuring our teams and we are now looking to complement our existing workforce with some exceptional individuals.

We want to modernise our service whilst delivering our vision to lead a united city, 'One Cambridge – Fair for All'. We aim to facilitate culture change and reinforce management strength ensuring accountability throughout the service.

We have very specific objectives in mind, ones that you too will want to share in. These include improved levels of operational delivery performance, robust compliance and risk management, improved customer service, enhanced ability to imbed our new housing and asset management systems, implement a mobile working solution and make quality changes to our appointments booking system.

Forecasting ahead, our business need will of course develop over time in response to changing circumstances, but only with the right individuals as the driving force. This is where you come in. You'll be a key player in our change plan. This is an exciting time which of course, you will not want to miss out on. You will bring a lot to our service and we will welcome you on board.

Please read on for more detailed information about the role on offer and the person we are looking for. If you share our values and are inspired by wanting to make a difference to our communities, we very much look forward to hearing from you.

Lynn Thomas, Head of Housing Maintenance & Assets

Advertisement

We are an innovative local authority, in an exciting environment of a growing city, looking for someone exceptional to join the services senior manager team and lead on property compliance and risk management within our Housing Maintenance & Assets service.

The successful candidate will be a strategic thinker who is professional risk and compliance qualified with experience of working in a property compliance-based environment. This fantastic opportunity will allow you to use their strategic vision to build upon the Council's Compliance Strategy and lead upon the property risk assurance and compliance training strategy.

We will look to you to initiate the design, implementation, and development of the Departmental Risk & Compliance Operating and Policy Framework, which is why you will have expert knowledge and understanding of property asset management and maintenance particularly in risk of all aspects, including but not limited to, fire risk assessments, asbestos, lifts, legionella, gas and electrical safety. With your excellent influencing and negotiating skills you will be able to shine as the first point of contact for both internal and external stakeholders.

With responsibility for the direct work of the Risk & Compliance Team our ideal candidate will be a strong leader with the ability to manage multiple tasks and conflicting deadlines, that is where your resilience, pragmatic approach and organisational skills will come in to play.

We want to modernise our service, ensure its sustainability, and deliver efficiently so this role will be key.

In return we can offer you competitive benefits:

- Generous holiday entitlement
- Flexible working
- Family friendly policies
- Access to the highly valued Local Government Pension Scheme (LGPS).
- Relocation package
- Training and development opportunities

Please contact us for more information about the role on offer and the person we are looking for. If you share our values and are inspired by wanting to make a difference to our communities, we very much look forward to hearing from you.

Key Details

Salary: £44,863 - £48,894 per annum (City Pay Band 8) + £6,000 Recruitment & Retention Package

Working Hours: 37 per week

Contract: Permanent

Primary Office Location: Cambridge

Flexible Working: Available for this role

Closing Date: 12 noon, 8th October 2021

Interviews: W/C 18th October 2021

The Role

This exciting opportunity is a brand-new post, sitting as part of the Senior Management Team within Housing Maintenance & Assets. This critical role will lead on compliance and risk management across the teams, contributing to the overall mission for the service and ensuring compliance across our legislative and landlords' duties.

With responsibility for the direct work of the Compliance Team, the post holder will lead in the design, implementation, development, and oversight of the Departmental Risk & Compliance Operating and Policy Framework. In addition, you will lead on the Compliance and Risk Assurance Training Strategy as well as the related aspects of configuring and implementing the compliance module of the Orchard Asset ICT solution.

Ensure risk in all aspects (including but not limited to, fire risk assessments, asbestos, lifts, legionella, gas and electrical safety) is actively managed and mitigated as far as practicable.

Maintaining records and ensuring a clear and transparent account of performance will be key as well as ensuring that all risk assurance and compliance associated incidents and accidents are fully investigated and reported; as well as responding with the appropriate, corrective action.

Joining a fast-paced working environment, this will be a key post, acting as the department's technical expert providing guidance in all matters relating to Compliance and Risk Assurance. No two days will be the same and you will enjoy the diversity that the role brings.

The Role – Job Description & Person Specification

Responsible to: Head of Housing Maintenance & Assets

Responsible for: Compliance Team

Budget Responsibility: £2m

Key liaison with: All other members of the Housing Maintenance & Assets Team (*particularly with the Asset Manager, Operations Manager, Corporate Health & Safety Manager and EP Manager*), other internal stakeholders (*including Corporate Procurement*) and key external stakeholders (*including external regulators, auditors together with major equipment and works contractors*).

Operational Performance:

- Ensure our buildings are safe and compliant with legislation, regulation and best practice.
- Be personally responsible for, and direct the work of, the Compliance Team and have responsibility for risk and compliance and risk related E&F budgets.
- Ensure all material risks are fully identified, assessed and documented.
- Lead in the design, implementation and development and oversight of a robust Departmental Compliance Operating and Risk Policy Framework that will ensure:
 - a) Risk in all aspect (including but not limited to fire risk assessments, asbestos, lifts, legionella, gas and electrical safety) is actively managed and mitigated as far as practicable.
 - b) Consistent high quality of service delivery is assured; and
 - c) Regulatory and CCC policy compliance is assured in all aspects

- Plan, direct or co-ordinate (as appropriate) activities across E&F (both delivered internally and through external contractors) to ensure that Framework is fully adhered to and effective.
- Monitor and report on all aspects of Compliance and Risk Assurance (within service).
- Maintaining robust records to provide a clear and transparent account of performance.
- Ensure all Compliance and Risk Assurance associated accidents and incidents are fully investigated, appropriately reported and that appropriate effective and timely corrective action is taken in response.
- Act as the Department's technical expert, providing guidance in all matters Compliance and Risk Assurance and act as the first point of contact in such matters for internal and external stakeholders.
- Keep informed and advise the E&F team / update related policies and procedure in the light of relevant changes in Compliance legislation and Risk Assurance, codes of practice and industry standards (including providing and/or organising required staff and contractor training).

Strategic/ Projects:

- Lead on compliance and risk assurance training strategy.
- Initiate and then lead strategic and continual improvement on compliance and risk assurance projects.

- Ensure that all works comply with Health & Safety at Work Act and associated compliance legislation, CDM, Cambridge City Council's H&S Policy & Procedures to ensure safe systems of works are in place to achieve Compliance inspections works without endangering residents, visitors and staff.
- Lead in the compliance and risk assurance aspects of configuring and implementing the upgraded Orchard Asset ICT solution (including the seamless migration of compliance related data from current offline information bases, improvement of supporting business processes and the instigation of robust control processes to ensure their application).
- Carry out any other duties as required by your line manager from time to time in accordance with the grading of the post

Person Specification:

Essential Criteria:

Experience

- Extensive experience of successfully managing a compliance team, being responsible for managing risk including the auditing of business processes and compliance-based activities.
- Demonstrable experience in risk management (identifying and managing risks/emerging risks).
- Experienced contractor management.
- Clear staff management and development.
- Experience of managing compliance in more than one of asbestos, fire safety, legionella related projects and compliance standards, within the Housing sector.

Knowledge

- Extensive knowledge and understanding of compliance and building safety issues and legislation.
- Expert knowledge of The Regulatory Reform (Fire Safety) Order, Asbestos Management HSG 264, P405, P402, ACOP L8 and LOLER and a good understanding of M&E industry regulation.
- Being an expert in at least one compliance area, preferably fire risk or asbestos management.

Skills

- Excellent influencing, negotiating, communicating, organisation and analytical skills.
- Keen eye for detail and a methodical approach.
- Resilience, an inquisitive nature and a pragmatic approach to risk management.
- Good ICT skills including working with and manipulating data sets.
- A natural leader with ability to prioritise workloads and manage multiple tasks with conflicting deadlines.
- Ability to extract key compliance information from legal contracts and other agreements.
- Ability to think laterally and develop, secure buy-in to and implement practicable solutions.
- Ability to travel from site to site around the City.

Education

- GCSE (or equivalent) English and Mathematics
- Professional risk and compliance related qualification, ideally NEBOSH certification.
- Degree level education or equivalent work experience at this level.

Desirable Criteria:

- Experience of, or empathy for, working in a public service environment.
- Demonstrable financial awareness (ideally including budgetary responsibility).
- Demonstrable commercial awareness.
- Experience of leading a team on operational projects, ensuring compliance within a property management function.
- Experience in auditing on-site and property management teams on health and safety in accordance with the audit procedure.
- Qualified to undertake fire risk assessments under IFSM or equivalent.
- Full driving licence

Benefits of Working for Cambridge City Council

Working for Cambridge City Council you are contributing to the vision to lead a united city, in which a dynamic economy and prosperity are combined with social justice and equality.

The vision has three main aims: to make Cambridge **fair for all**, to make it **a great place to live, learn and work**, and to **care for the planet**.

Work/ Life Friendly Policies

Family friendly policies available to eligible employees which include:

- Maternity Leave scheme (subject to eligibility criteria)
- Adoption Leave (subject to eligibility criteria)
- Paternity/ Maternity Support Leave
- Parental Leave
- Dependency Leave
- Compassionate Leave
- Flexible Working Practices
- Counselling Service for Staff
- Career Break Scheme

"The Council is committed to supporting employees by enabling a good work/ life balance where possible whilst maintaining high quality standards of service."

Smart Working

The environment in which the Council operates continues to change and we are working to provide flexible and modern working environments in order to meet the needs of our employees, service users, customers and community.

We encourage collaborative working and the efficient use of work and meeting spaces, as well as fostering a creative and transformational approach to thinking and working practices. Within this development there are opportunities for staff to work from other office locations or to work from home (dependent on the role) or other non-office locations.

In developing how people work, how work areas are used and how technology can support this; staff are able to maximise the full benefits of flexible working.

"Our customers and service users always come first but the Council offers a range of flexible working options for staff."

Holidays

You will receive 24 working days holiday per year, plus Bank Holidays.

Holiday entitlement rises to 29 days after 5 years continuous local government service.

Holiday and Bank Holiday entitlement for part-time employees is circulated on a pro-rata basis.

"The Council offers a generous annual leave allowance and if you are moving from another local government employer, your service will be counted as continuous."

Travel Benefits

The Council's Employee Travel Plan has been produced with the aim to promote sustainable ways for our staff to travel to, from and within work.

Benefits include:

- Staff bicycles available for work journeys
- Discount on rail travel
- Subsidy on public transport to work
- Bicycle Mileage
- Cycle2Work Scheme

"You can benefit from a new bicycle and safety equipment, making it easier for you to cycle to work."

Pension

The LGPS (Local Government Pension Scheme) is one of the largest public sector schemes in the UK and forms a valuable part of the Council's reward package. Employees pay contributions as a percentage of earnings (from 5.5% to 12.5% dependant on earnings level). These employee contributions are supplemented by employer contributions, currently over 17%, making the scheme a real benefit.

"The scheme is a secure, flexible and tax efficient way of making provision for your future"

Key features of the scheme include:

- **A secure pension:** the pension you build up during your employment keeps pace with your pay.
- **Flexibility:** to pay more contributions.
- **Tax-free cash:** you have the option when you draw your pension to exchange part of it for tax-free cash.
- **Peace of mind:** your family enjoys financial security, with immediate life cover and a pension for your spouse, civil partner or eligible co-habiting partner and eligible children in the event of your death in service and, if you ever become seriously ill, you could receive ill health benefits.
- **Early retirement:** you can choose to retire from age 55 and receive your benefits immediately (although they may be reduced for early payment).

There are further options available to allow employees to increase their contribution payments to boost their pension. Full details of the scheme can be found on the LGPS website www.lgpsmember.org

Health and Wellbeing

The City Council is committed to supporting the wellbeing of staff. Your physical and mental health is important to us and where we are able to; we will support you to take positive steps towards your best possible wellbeing.

As a City Council employee you can benefit from free swimming in [Cambridge's public pools](#).

There is also a programme of regular physical fitness sessions available which are run by our own sports development team.

We also provide free and confidential access to a well-being programme for staff that offers expert advice, specialist counselling and support. The service is available 24 hours a day, 7 days a week, 365 days a year and is accessible by telephone or online.

"Our staff are our greatest asset; it's great for them to know that there is a support service that is there for them."

Personal Development Plan

We support our staff with learning and development opportunities from the day that they join the organisation. After an induction process and mandatory training we offer a wide range of learning and development opportunities.

As part of your ongoing performance appraisal, your own development plan could include:

- Specific training for your role
- Coaching from trained colleagues
- Mentoring
- Leadership development
- Workshops and courses to meet your learning needs
- Online courses and e-learning opportunities
- Access to Corporate Learning & Development opportunities

"The Council is committed to ensuring that the learning and development for individuals reflects the needs of the Council."

Payroll Deduction Scheme

The payroll deduction scheme (established with the Eastern Savings and Loans Credit Union), is a convenient way to save as little or as much as you like through a direct deduction from your salary before it goes into the bank.

It can be an easy way to save and manage your money more effectively.

Relocation Assistance

Cambridge City Council's Relocation Assistance Scheme aims to help new employees with the expenses they may incur in moving to take up their new job.

The scheme offers a contribution to the costs of relocation of up to £8,000.

Other Benefits

A wide range of benefits and discounts are available to employees including:

- A benefits scheme which allows employees to take advantage of a number of offers on entertainment, finance, health, motoring, shopping and travel.
- Discounts at a range of cycle shops across the City.
- Other discounts and offers at various local and national businesses.

Family Friendly Policies

Generous Leave Entitlement

Contributory Pension Scheme

Employee Assistance Programme

Travel Benefits

Personal Development Plan

Pay and Conditions

The **Real Living Wage** enables a person to have a minimum acceptable standard of living with less reliance on benefits, and is calculated annually according to the cost of living in the UK. With effect from November 2020 the [Real Living Wage](#) is £9.50 per hour.

Cambridge City Council pays the Living Wage to all directly employed staff, as well as to agency workers. We also commit to paying the Living Wage to all contracted staff engaged through our procurement processes. The city council has official accreditation from the Living Wage Foundation.

We are working to encourage and support other businesses in Cambridge to become accredited Living Wage employers.

In addition to the Real Living Wage, with effect from April 2018, we also pay a **Cambridge Weighting** to bring the hourly rate to a minimum equivalent to £10.00 per hour.



Salary

Each post is graded and you will be paid at a point within that grade. Appointments will generally be made at the bottom point of the band. Appointments above the bottom point of the pay band will be considered by the relevant Head of Service before an offer of employment is made.

Cambridge City Council has an annually negotiated pay and award progression through the salary scale which is based upon your individual performance within your job role. There is no automatic progression within the pay bands, progression will be determined by reference to a number of criteria including individual performance and achievement of set objectives.

The post will fall within City Pay Band 8.

The salary scale points within this pay band are: £44,863, £45,859, £46,845, £47,839 and £48,894 per annum.

Part time posts are remunerated pro rata to hours of work.

Hours

If you are appointed to a full time post your working week will be 37 hours.

Probation Period

Appointment is subject to a six month probation period, except for new employees with continuous local government service or for City Council employees transferring to another post within the Council.

Employees whose appointment is on a fixed term basis will have a probation period proportionate to their fixed term contract length.

Car Mileage

If you use your car for travel at work you will be reimbursed at the [HMRC](#) rate, currently 45p per mile up to 10,000 miles. If you are successfully appointed you will be required to provide the necessary information to your insurance company and provide us with the required documentation to meet our policy requirements.

Learning and Development

We encourage our employees and managers to discuss progress within their job role and also longer term career progression.

The Council is committed to enabling employees to develop the skills, knowledge and competencies needed to perform their jobs and to develop their potential to meet future needs. Training can take place both 'in-house' or on external courses, seminars or development days.

In recognition of its commitment to learning and development, Cambridge City Council has achieved Investors in People (IIP) accreditation.

The Council is committed to ensuring that staff receive learning and development to enable them to work to the best of their abilities and deliver excellent levels of service.

Bicycle Mileage

If you use a motorcycle to travel around for work, you will be reimbursed at the [HMRC](#) rate, currently 24p per mile.

If you use a bicycle to travel around for work, you will be reimbursed at the HMRC rate, currently 20p per mile.

Performance Review

The annual performance review is a key part of the Council's performance management system and applies to all employees. Its purpose is to focus the whole organisation on achieving our wider purpose, vision and values.

The performance review process enables each staff member to have objectives that fit into the Council and shared services vision and values statements, the Corporate Plan and their Operational Plan objectives.

Investors in People

The City Council is an accredited Investors in People organisation having met the requirements of the Investors in People framework to the '**Developed Level**'.

Reward and Recognition

We have a Reward and Recognition scheme that works for all within our Council. This is supported by a framework designed in line with our competencies and values and is made up of three initiatives:

- Individual and Team Recognition and Reward
- Annual Award Event
- National Awards

Political Restriction

Some roles are politically restricted if they fall into the following categories:

- Head of Paid Service (Chief Executive) and the Monitoring Officer;
- Director and Deputy Directors;
- Assistants to political groups appointed under Section 9 of the Act;
- Officers exercising delegated powers and listed as required by the Local Government (Access to Information) Act 1983;
- Anyone designated by the Council as being in a politically restricted post i.e.
 1. Those giving advice to Committees/ Sub-Committees
 2. Those who speak regularly on behalf of the Council to journalists/ broadcasters.

If a post is politically restricted this will be referred to in the offer letter and contract.

Equality and Diversity

Embracing diversity, committed to equality...

The Council is committed to promoting [equality and diversity](#) in all that we do and to eradicating discrimination and disadvantage. We want to deliver quality services in a fair and equal way to all sections of the community.

We seek to ensure that our employment policies and procedures are equitable and that our workforce reflects the wider composition of the community.

Cambridge City Council aims to:

- Promote equality
- Challenge and eradicate prejudice and discrimination
- Respect, value and celebrate diversity
- Promote tolerance
- Provide responsive, sensitive and accessible services and information
- Ensure our workforce reflects the diverse population of Cambridge
- Develop a positive, supportive and anti-discriminatory working environment for all staff



We are committed to a policy of equality of opportunity in employment and aim to ensure that no job applicant or employee receives less favourable treatment on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

Individuals are selected on the basis of their abilities and merits according to the requirements of the job.

Disability Confident Employer

The Council is committed to all people with disabilities. The Council is an accredited [Disability Confident](#) Employer. This means that we have made a commitment to assure people with disabilities that we are taking practical steps to offer them positive employment opportunities and are committed to developing the full potential of employees with a disability, on an equal basis with others.



If you meet the minimum long/ short list criteria, you will be long/ short-listed. If you are appointed to the role, we will explore jointly with you if there are reasonable adjustments which can be made to enable you to meet the requirements of the job.

Safer Spaces

'Safer Spaces' is an initiative led by [Encompass Network](#) which supports organisations with training and information so that people of all genders and sexualities can feel relaxed and protected.

Cambridge City Council has been signed up to the scheme since 2018.



Armed Forces Community

Cambridge City Council has signed up to the [Armed Forces Covenant](#) which is a public pledge demonstrating our support for the Armed Forces Community.



The Council is committed to promoting understanding and awareness and will highlight our recruitment opportunities to armed forces family members and ex-military personnel.

SAFERJobs

Cambridge City Council is partnered with SAFERjobs in order to promote good recruitment practice and raise awareness of SAFERjobs to job seekers.

To stay safe in your job search we recommend that you visit SAFERjobs, a non-profit, joint industry and law enforcement organisation working to combat job scams.

Visit the [SAFERjobs website](#) for information on common scams and to get free, expert advice for a safer job search.



Pre-Employment Checks

If you are successful following the recruitment process you will be notified verbally by the Recruiting Manager.

A conditional offer of employment will be made at this stage, subject to:

Satisfactory References

We will require two references that are satisfactory to the Council. Your references should cover your last two years of continuous employment. One of the referees should be your present or most recent employer.

We may request to take up references if you are shortlisted, although your consent will be sought before we contact any referee.

Personal references are not accepted.

Satisfactory Pre-Employment Medical Check

You will need to complete a medical questionnaire for submission to our Occupational Health Service and may be required to attend for a full examination.

Satisfactory Disclosure and Barring Service/ Basic Disclosure Certificates

A Disclosure and Barring Service (DBS) or Basic Disclosure Certificate will be required for some posts e.g. those that involve working with children, young people and adults at risk.

You will be advised if this is the case.

Identity and Immigration, Asylum & Nationality Act Documentation

You will be required to show some documentary evidence at offer stage that confirms your name, date of birth, address and national insurance number.

You will be required to supply evidence of your status to remain and work in the UK, by providing an original document(s) as specified by the Immigration, Asylum & Nationality Act 2006. Information on which documents that are acceptable will be provided to you.

Our Vision and Values

The Council has a clear vision to lead a united city, 'One Cambridge – Fair for All', in which economic dynamism and prosperity are combined with social justice and equality.

It is a vision we will share and develop, working with our citizens and partner organisations.

[Cambridge City Council's Vision Statement](#)

[Cambridge City Council's Annual Statement](#)

[Cambridge City Council's Corporate Plan](#)

We will deliver our vision by working as One Council:

Sharing prosperity with all, tackling inequality and discrimination.

Transforming services to meet the needs of residents with fewer resources.

Working with partners to pool resources and deliver services better.

Listening to our staff and engaging them in service redesign.

Involving residents in decisions.

Being open, transparent, accountable and fair.

Promoting a high quality and sustainable environment.

Improving through flexibility, listening and continuing innovation.

Competency Framework

Our competency framework is important to the Council and it is seen as a vital part of what makes us successful. The framework will help staff to work collaboratively as *'One Council'* in support of corporate objectives as well as contributing towards operational plans and policies. It will also encourage and support the way we engage and communicate with each other to ensure that the Council is providing innovative customer focused services to agreed standards.

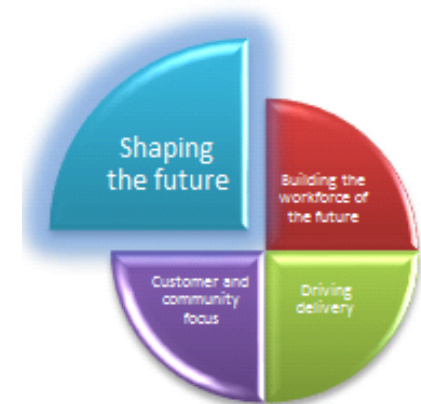
Staff Competencies

Shaping the Future

- Demonstrate a positive willingness to adopt new ways of working and to display a flexible and adaptable attitude to work.
- Seek innovative approaches to work; embrace new technology and take responsibility to improve future ways of working.
- Encourage and support change; display personal flexibility and adaptable attitude to change.
- Work collaboratively with colleagues, partners and shared services.

Building the Workforce of the Future

- Be proactive, improving own personal performance and demonstrate responsibility for own learning, development and progression.
- Take responsibility for own actions and decisions, actively seek to address issues and concerns, handling setbacks constructively.
- Communicate clearly and honestly using language in a wide variety of situations meeting the needs of the audience and demands of the situation.
- Actively participate and co-operate in team working, acknowledge and express appreciation of the views, concerns and feelings of others.



Driving Delivery

- Be aware of the Council's Vision, Corporate Plan and priorities for the future and understand how these impact on own service and role.
- Understand the commercial and financial environment in which we operate and look to make improvements to the effectiveness and efficiency of service delivery.
- Drive self and others to deliver outcomes and meet deadlines; take initiative and make things happen, to deliver the best outcome.
- Consider the use of resources, and where able, to reduce the effects on the environment and climate change.
- Deliver outcomes, meet deadlines and objectives and take initiative to make things happen.



Customer & Community Focus

- Treat internal and external customers consistently and fairly; actively taking ownership for customer satisfaction.
- Seek ways to improve accessibility and availability of services for our customers and the community, utilising new technologies where appropriate.
- Promote our values and challenge stereotypes and discrimination.



Leaders' and Managers' Competencies

Shaping the Future

- Demonstrate a willingness to adopt new ways of working and to display a flexible and adaptable attitude to work.
- Seek innovative approaches to work; embrace new technology and take responsibility to improve future ways of working.
- Work collaboratively with colleagues, partners and shared services.
- Act as role models for staff; taking the initiative to shape services by contributing to their development.
- Understand and assess the impact of changes for staff and services.

Building the Workforce of the Future

- Be proactive, improve own personal performance and demonstrate responsibility for own learning, development and progression.
- Take responsibility for own actions and decisions, actively seek to address issues and concerns, handle setbacks constructively.
- Communicate clearly and honestly using language in a wide variety of situations meeting the needs of the audience and demands of the situation.
- Take difficult decisions and drive issues to a successful conclusion, providing constructive challenge to points of view when required.



Driving Delivery

- Understand the Council's Vision, Corporate Plan and priorities for the future and understand how these impact on their own service and role.
- Understand the commercial environment you are operating in, and look to make improvements to the effectiveness and efficiency of service delivery.
- Drive self and others to deliver outcomes and meet deadlines; take initiative and make things happen.
- Consider the use of resources, and where able, to reduce the effects on the environment and climate change.
- Performance manage staff; set clear challenging objectives for staff; empower others to take ownership and provide ongoing feedback on progress.
- Develop commercial considerations and think commercially whilst taking account of the Council's purpose and political priorities.
- Interpret a wide range of financial and performance information to determine strategy and delivery.



Customer & Community Focus

- Treat internal and external customers consistently and fairly; actively taking ownership for customer satisfaction.
- Listen to the needs of both internal and external customers and seek ways to improve accessibility and availability of services for our customers and the community, utilising new technologies where appropriate.
- Promote our values and challenge stereotypes and discrimination.
- Promote ways to improve service provision.
- Understand the wider challenges and the broader impact of delivering and improving services for customers and the community.
- Actively promote inclusion within the team and organisation; challenge and confront inappropriate language or behaviour, including bullying, harassment and discrimination.



About the Council

The city of Cambridge is in the east of England, 50 miles north of London. A beautiful place to live and work, Cambridge is an historic University city and market town with high quality architecture and attractive open spaces. It is also a city of national importance, being home to a world-class university and a globally renowned hub of research, innovation and knowledge-based industries including information technology, telecommunications and life sciences.

Cambridge is at the heart of a buoyant sub-region which is an area designated for major growth in employment and housing.

The population of Cambridge is over 131,000. This is forecast to increase to 151,800 in 2031 as a result of new developments. The council is working in partnership with other local councils and partner organisations to manage the planning for 47,500 new homes in the county. This has major implications for the way that the city council delivers its services in the future.

The council is committed to supporting sustainable growth of the city in housing, jobs and community infrastructure.

We have a clear vision to lead a united city, 'One Cambridge, Fair for All', in which economic dynamism and prosperity are combined with social justice and equality. It is a vision we will share and develop, working with our citizens and partner organisations.

The City Council employs around 810 staff directly as well as delivering services through others who are based in our shared services and arm's length partnership arrangements. As an Investors in People employer, we are committed to developing and supporting our staff through effective leadership and continuous improvement that supports the Council's vision.

In addition to the traditional district council services, the City Council provides or commissions a comprehensive range of leisure and arts and community development activities. These services include: swimming pools and sports facilities, open air events in our parks and open spaces and a range of community centres.

The council's turnover is c. £155 million each year. Increasing levels of partnership working, an ongoing drive for greater efficiency and a clear focus on good customer service mean that we have developed new models for service delivery, driving change and different ways of working.

We are part of the only two tier devolution deal in the country- the Cambridgeshire and Peterborough Combined Authority oversees a devolution deal worth at least £770m. The Mayor of Cambridgeshire and Peterborough was first elected in May 2017. One of the Council's key priorities is to deliver at least 500 new council houses using a grant of £70m we negotiated as part of the devolution deal to meet affordable housing need in the city.

This devolution deal is in addition to the existing City Deal partnership for Greater Cambridge (the geography of Cambridge City and South Cambridgeshire). This agreement with Central Government promises up to £500 million worth of funding over the next 15 years.

Political Management

Cambridge City Council is composed of 14 wards, with three councillors elected in each ward making 42 city councillors in total. The current makeup of the City Council is:

- 27 Labour councillors
- 12 Liberal Democrat councillors
- 2 Green Party Councillors
- 1 Independent Councillor

[Political Management](#)

In addition to the traditional district council services, the City Council provides or commissions a comprehensive range of leisure and arts and community development activities. These include: swimming pools and sports facilities, an internationally renowned Folk Festival, a number of free open air events in our parks and open spaces and a range of community centres.

The Council is an active partner in a range of partnerships which brings significant additional benefits to the people who live, work and study in our area. The Council has a number of shared services with other councils and we aim to build on these and develop new shared services in future.

The following services are delivered in two or three way partnerships.

With [South Cambridgeshire District Council](#)
and [Huntingdonshire District Council](#):

- 3C Building Control
- 3C ICT
- 3C Legal
- Home Improvement Agency

With [South Cambridgeshire District Council](#)

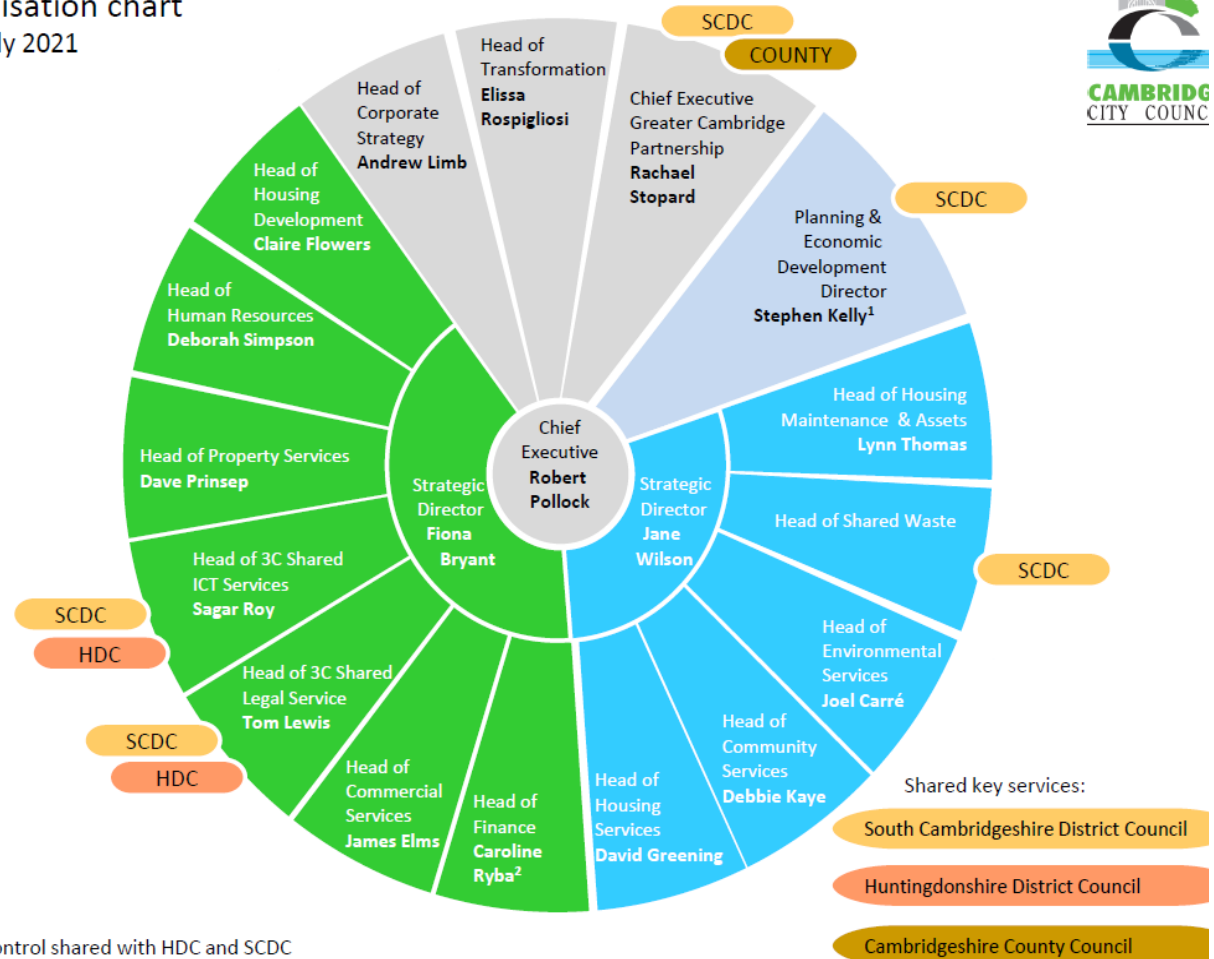
- Greater Cambridge Shared Waste Service
- Greater Cambridge Shared Internal Audit
- Greater Cambridge Planning Partnership
- Payroll

With [Huntingdonshire District Council](#)

- CCTV

The Council has a clear vision to lead a united city, 'One Cambridge – Fair for All', in which economic dynamism and prosperity are combined with social justice and equality.

Organisation chart
as at July 2021



[Cambridge City Council's Web Site](#)

How to Apply

Please review the Job Description and Person Specification documents from the role pages.

Applications submitted must be tailored to the role specifically.

To apply for a position, please visit <https://bit.ly/3yhHtDs> by no later than 12 noon on 8th October 2021.

Timetable

Date	Detail
12 noon, Friday 8th October 2021	Closing date for submission of CV & Supporting Statement
Week Commencing 18th October 2021	Assessment Process: 19 th October 2021 – Online Assessment 21 st October 2021 – Panel Interview (in person, Cambridge)

Contact

For informal enquiries please contact:

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Phone: D +44 (0)2038492601 Email: eva.tomka@penna.com

Vickie Jameson

Email: victoria.jameson@cambridge.gov.uk

If you have any questions around the process or reasonable adjustments please contact recruitment@cambridge.gov.uk.