



SURREY HEATH BOROUGH COUNCIL



Surrey Heath Borough Council

RECRUITMENT PACK



May 2023

Surrey Heath Borough Council
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A Letter from the Chief Executive

May 2023

Thank you for your interest in this role at the Council and for the Borough.
This is a fantastic and rewarding opportunity within a very special organisation.

In Surrey Heath we give a high priority to deliver excellent public services for our residents and businesses. We pride ourselves on being a responsive Council, listening to our residents' views and delivering a wide range of discretionary services tailored to meet their needs. We are also committed to being a more open, transparent and trusted organisation, and we see the way we communicate and engage with our residents as central to achieving this.

Surrey Heath Borough Council is a very friendly and welcoming place to work, with a great staff culture, and a commitment to delivery and supporting shared success.

I hope in the pages below we are able to give you a flavour of what Surrey Heath has to offer. If this excites your interest, I'd be delighted to receive your application.

Yours sincerely



Damian Roberts
CHIEF EXECUTIVE





About Surrey Heath the place

Situated in North West Surrey, with a population of 91,000, Surrey Heath is a beautiful place to live and work. We rank first in the Home Counties for wellbeing (NOMIS 2019) and first in England and Wales for tree coverage (Bluesky). Combine that with close proximity to London and Heathrow Airport, and our ambitious regeneration programme for Camberley town centre (the Borough's largest town), and we have a lot to offer.

The borough covers 36.5 square miles in north west Surrey, on the border of both Berkshire and Hampshire and is a contrast of urban and rural environments. The area has unique military heritage with the Royal Military Academy Sandhurst, where all Officers in the British Army are trained, and Deepcut Barracks.

Generally a highly affluent area, people who work here have the second highest average weekly wage in the South East. But having enough homes for people that need them and are affordable is a significant challenge, especially when balanced against the need to maintain the green nature of the borough and the extensive specially protected heathland (SPA).

We know a number of our residents and their families that are struggling, a situation made more challenging by the fragile national economy and rapidly rising food and fuel prices. In some parts of the Borough there is a life-expectancy gap of up to 11 years and with the number of older people expected to rise more in Surrey Heath than other places over the next five years.

This is a uniquely challenging time for local businesses, therefore a strong economy and vibrant town and village centres are vital for local employment and future business success. The Council has invested significantly over recent years in Camberley town centre. We will



continue our work with our towns, villages and rural communities to make these areas attractive to businesses and visitors.

About Surrey Heath Borough Council

We are one of the smallest Boroughs in the country with 35 elected members, and over 250 staff with a strong ethos for public service.

We are an ambitious organisation with a clear sense of direction. This is set out in the Council's Five-Year Strategy which was developed out of the largest public and stakeholder engagement process ever undertaken in the borough. The Council's priorities are expressed under the four themes of Economy, Environment, Health and Quality of Life and Effective and Responsive Council. This in turn feeds into our Annual Service Delivery Plans.



We employ over 250 staff directly with a strong ethos for public service. We also enjoy a friendly and supportive staff culture which is reflected in our organisational values.

We recognise that nothing can be achieved in isolation, and we have a strong foundation in Surrey Heath of teamwork through collaboration and partnership working. This is just as important for us internally as externally which includes local voluntary organisations, Frimley NHS, the County Council, the Department of Work and Pensions, local Housing Associations, and the Business Improvement District (BID) and neighbouring Councils.

Many of our front-line services are delivered through external contracts or through partnerships with neighbouring Councils. We also provide services on behalf of other Councils.

We have made excellent progress with delivering our Medium-term Financial Strategy (MTFS) which was established last year and is focused on addressing the impact of the pandemic and its aftermath on the Council's finances, including the impact on traditional income sources.



Overall, we have a good track record of financial management which is owned at every level in the organisation. We also have a healthy level of financial reserves.

Delivery is important to us and in Surrey Heath and this is underpinned by effective governance and project management, excellent customer service and meaningful community engagement.

Delivering Well



Investing in the future

The Council is committed to investing in the future of the borough. This includes the acquisition of The Square shopping centre, the House of Fraser store, and the purchase of the former BHS and Alders sites. We have also undertaken a significant refurbishment programme within The Square and completed major public realm improvements in the Town Centre.

In 2021 we also saw the completion of our brand-new Leisure Centre - a £24 million, state-of-the-art facility in Camberley. The leisure centre has been a roaring success with attendance levels close to double what was achieved by the previous leisure centre.

We are also investing in our staff, with excellent learning and development opportunities, graduate and apprenticeship programmes, and best-in-class ICT systems to underpin our commitment to collaboration and agile working.



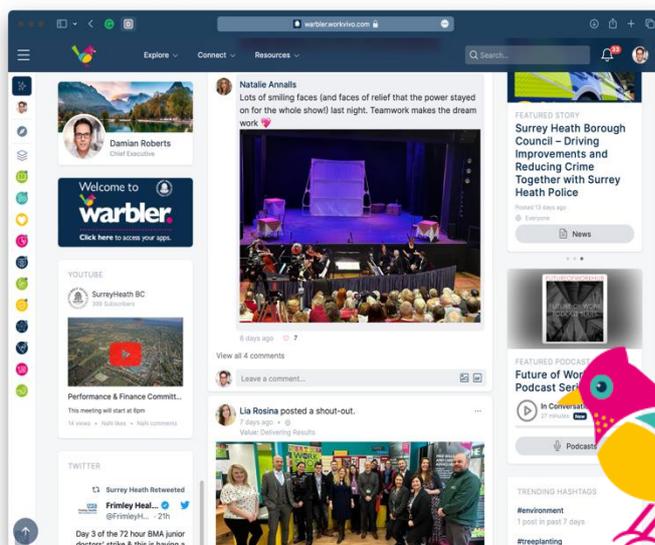
Communicating with our residents and businesses

We deliver a range of high-profile communications campaigns each year to ensure that our residents and businesses have access to the information they need.



Communicating with our staff

We are proud of how we communicate and engage with our workforce from our new “Warbler” staff intranet to our all-staff briefings, staff awards and our large scale face to face events. This supports our highly trusted relationships between managers and staff, our strong sense of



identity as an organisation, and helps us ensure that we continue to deliver on our commitment to openness and transparency.



Opportunities for all



We believe that everyone should have access to the services that we offer whether that is having their waste collected, accessing our beautiful green spaces, living a healthy lifestyle, planning for where they live, visiting our vibrant town or village centres, starting a new job, or building a new business. They need to know about these services, that we are here for them, and that they can trust their Council to deliver to their needs. All of our staff have a role in achieving this and in helping to create a Council that everyone can feel proud about.

What our staff say...

"Surrey Heath Borough Council has helped shape me into the person I am today, and with continuous support and opportunities, I am confident my career will only flourish here."

"I would strongly recommend Surrey Heath Borough Council to anyone."

"The friendly atmosphere allows for a non-judgmental and positive experience and I believe the Council does well in fostering collaborative working across services."

"It is an exciting time to be joining Surrey Heath Borough Council as we deliver our ambitions for the next five years, put in place new strategic partnerships and start delivery of a range of exciting new initiatives."

97%

"I am proud of the work of my team"

Staff Survey June 2022

94%

"I work with highly capable people"

Staff Survey June 2022

97%

"My line manager trusts me to do a great job"

Staff Survey June 2022

92%

"I am encouraged to offer my ideas & suggestions for improvement"

Staff Survey June 2022



Our ethos is to invest in our staff; offer opportunities to individuals to grow and develop their skills and nurture our talented people.

Our training and development for staff includes: A well development talent-management approach including apprenticeships, internship programme and Local Government Association National Graduate Development programme; Internal mentoring programme; Surrey Learn Partnership providing excellent personal development opportunities; Management development programmes for aspiring, new and experienced managers; Significant investment in staff qualifications and career paths via the 'Post entry training' scheme and a wide range of e-learning and induction training.



How to apply:

Applications must be completed online and submitted by the closing date. CV's can be submitted via the online portal but cannot be accepted without a completed application.

Appointment Information

Salary

Employees new to the Council will normally be appointed to the first point of the salary range for their grade. Where the candidate's current employment package would make the first point of the salary range unattractive (and this can be demonstrated by the applicant in relation to current earnings) or where the employee already operates at a level commensurate with a higher salary, a higher salary may be considered by the recruiting manager subject to negotiation. This will be within the salary range for the grade and agreement with HR Manager or Head of HR, Performance and Communications to keep a consistent and fair approach. The candidate's level of skill and experience should be consistent with that of other employees in a similar position on the salary range.

All incremental progression within the grade is related to the performance of the post holder in accordance with the Council's Performance Management Scheme. All performance related changes are effective from 01 April of each year.

Pension

All Surrey Heath employees who are under the age of 75 and have a contract of employment for at least 3 months will automatically become a member of the Local Government Pension Scheme (LGPS) on their first day of employment, unless they opt out of the scheme upon joining the Council. You will be required to pay the relevant contributions to Surrey County Council LGPS. Further information on LGPS can be found on Surrey County Council Pension website <https://www.surreypensionfund.org/>



Benefits

The Council recognises that its main asset is its staff. In recognition of this the Council offers a generous benefits package which is currently as follows:

- Local Government Pension Scheme
- A minimum of 23 days annual leave entitlement (pro-rata for part-time employees)
- An additional 5 days' annual leave after 5 years' continuous Local Government service
- Free private medical insurance for all staff after three years' continuous service at Surrey Heath Borough Council
- Additional days off at Christmas
- Three times salary Life Assurance cover for all staff in the Pension Scheme
- Free parking for all non-casual staff
- Regular health checks and other welfare initiatives and health promotions
- Subsidised gym membership
- Employee Assistance Programme (EAP)
- Free VDU eye examinations every 2 years
- Free vaccinations when / where appropriate
- Staff uniforms where required for all appropriate employees.
- Flexible working policy
- Commitment to regular learning and development linked to Corporate objectives and support for professional learning and development, where appropriate

