

Corporate HR
R&S – Guide to Working for Glasgow City
Council



EMPLOYMENT ZONE

Working for Glasgow City Council

Employer of Choice

Thank you for your interest in working for Glasgow City Council.

Formed in 1996, we are Scotland's leading local authority and one of the largest employers in Scotland. With an annual budget of over £2.4 billion, we serve a population of around 600,000, and have approximately 26,500 employees.

We are delighted that you have taken the time to review our current vacancies and are considering applying to work with us.

As an employer, we recognise our most valuable assets are our people and strive to be an employer of choice offering competitive salaries and a range of excellent benefits that help us secure the engagement of employees, motivating them to deliver for the citizens of Glasgow.

This guide outlines the great benefits that employees working for us enjoy and we hope that it inspires you to apply.

We look forward to receiving your application.

Career Opportunities

We offer a wide range of challenging and rewarding jobs and careers with excellent opportunities for development across a diverse range of public services such as:

- Education and Social Care
- Culture and Sporting Services
- Community Safety
- Roads Maintenance and Street Lighting
- Parks and Open Spaces
- Cleaning and Refuse Collection
- Construction and Maintenance

Glasgow Living Wage

In March 2009, we officially launched the Glasgow Living Wage, which aims to establish a basic standard of living for employees in the city.

Code of Conduct

The public expect the highest standard of conduct from all Glasgow City Council employees. Our code of conduct sets out the minimum standards that are expected of all employees and is based on the 'Seven Principles of Public Life' identified by the Nolan Committee on Standards in Public Life.

All new employees are provided with a copy of the Code of Conduct when they start employment with the Council.

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Equality & Diversity

Achieving diversity in the workplace is important to us: it isn't just about complying with the law it's about recognising and valuing each other's differences and treating each other fairly.

We want to recognise everybody's worth regardless of their age, disability, gender, sexual orientation, religion or belief and ensure equality across all areas. We want to respect others, and be a sensitive and understanding employer.

We want to do this because we think that when people can be themselves they perform better and it helps us to better reflect the community we serve.

Age Positive

We are recognised by the Age Positive Campaign as an "Age Positive Employer Champion".

Disability Confident

We encourage applications from disabled people and we have signed up to the Disability Confident Scheme. This means we're committed to interviewing everyone who tells us in their application that they have a disability and who meets the minimum criteria (conditions) for the job.

Carer Positive

As a Carer Positive organisation we will do everything we can to support our employees who are carers and have a variety of policies, procedures and guidance to support you in the workplace.

Convictions

Having a criminal record doesn't mean that you can't work with us. We'll take into account the job you've applied for, the circumstances and background of your offences and any other relevant information.

Positive Action

We recognise that we are under-represented by people from minority groups such as black and minority ethnic people, lesbian, gay, bisexual and transgender and those who identify as having a disability. In order to raise awareness and promote careers within Glasgow City Council, we use Positive Action to encourage and inform individuals from these groups. We particularly encourage applications from Black and Minority Ethnic (BME) candidates who we would like to see better represented in our workforce.

Positive Action is legal under the Equality Act 2010 and refers to a number of activities employed by an organisation, which are designed to counteract under representation and disadvantage.

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These initiatives are aimed at attracting people to consider Glasgow City Council as an employer of choice, knowing that their application will be treated equally and selection is done on the basis of merit and the ability of that individual to carry out the job.

Positive Action activities that are carried out by us include information sessions for under-represented groups prior to the commencement of recruitment campaigns, attending talks within the communities, placement opportunities and holding presentations on careers in local government.

Reasonable Adjustments

We are committed to meeting our duties under the terms of the Equality Act 2010 which states that an employer has a duty to consider reasonable adjustments for any applicant who identifies that they have a disability.

Where appropriate, we will consider all requests for reasonable adjustments that are made during the recruitment process and will discuss this with the applicant.



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Pay & Employee Benefits

We offer competitive salaries and a wide-ranging and generous benefits package. A summary of the benefits, which may be available to you, are provided here:

Annual Leave and Public Holidays

You'll be able to take advantage of 25 days (175 hours) annual leave, which will rise to 28 days (196 hours) after five years' continuous service. On top of this you'll also receive 12 ½ days (87 ½ hours) public holidays per year.

This means that as a minimum you would receive 37 ½ days (262 ½ hours) holidays. (These entitlements are based on full time hours. If you work part-time your entitlement will be based on the number of days you work to give a pro-rata entitlement)

We'll also take into account any previous local government service as 'reckonable' service allowing this to be included when working out your holiday entitlement.

Buying additional annual leave

You can apply to purchase up to a maximum of 15 days (105 hours), the equivalent of three weeks additional annual leave in any leave year (pro-rated for employees on other non-standard working patterns). Our additional leave purchasing scheme provides employees with more flexibility in respect of planned time off work.

Pension Scheme – Strathclyde Pension Fund Office

You'll be offered the opportunity to join not only one of the largest local authority pension funds in the UK but also a fund which ranks among the top 20 of all UK pension funds – Strathclyde Pension Fund.

The pension scheme is one of the best pension schemes available in Scotland, delivering:

- A pension based on career average revalued earnings (CARE).
- A pension that increases each year in line with price inflation.
- The ability to exchange some of your pension to provide a tax free lump sum.
- Lump sum death in service protection of three times your pay.
- A pension payable to your surviving spouse, registered civil partner or nominated cohabiting partner on your death in service or death after retirement.
- A permanent ill health pension paid from any age for those with two years' service who are permanently unable to work.

You can read more about the scheme at www.spfo.org.uk.

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Life and Person Accident Insurance

We operate a free Life Assurance Scheme for those employees who are not members of the Local Government Pension Scheme. This will provide a lump sum to your dependants should you die whilst employed by the Council.

We will also provide you with Personal Accident Insurance for free, and if you are injured due to an accident at work you may receive financial compensation.

Occupational Sickness Pay

If you are off ill we operate an occupational sick pay scheme, where you may receive full and half pay, depending on length of service up to a maximum of 26 weeks in addition to your entitlement to Statutory Sick Pay.

We operate a comprehensive Maximising Attendance Policy, which aims to support and help individuals whilst at work, when on sick leave and returning to work.

We recognise our responsibility for the health, safety and welfare of our employees and have a wide range of free services and agencies established to provide assistance to employees such as our Occupational Health and Physiotherapy service.

Employee Assistance

We understand that there may be times when you need advice, guidance or simply wish to talk to someone about things going on in your life. That's why we make available to you a free employee assistance service.

Our employee assistance provider offers confidential professional counselling, information services, debt management and legal help 24 hours per day, 365 days per year.

These times can also have an effect on your family therefore we also allow them to take advantage of this service.

Work Life Balance

To help you balance the demands of work and home, you would after 26 weeks continuous service have the right after to request 'flexible working'. Options include:

- job sharing;
- reduced hours/part-time working;
- term-time contracts;
- compressed working hours; and

We also offer a whole host of family friendly policies with generous entitlements going well beyond legal requirements. These include maternity leave, maternity support, parental, adoption & fostering leave. (To take advantage of these you will have to meet certain qualifying requirements).

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Glasgow Credit Union

You can join Glasgow Credit Union (GCU) a not for profit financial cooperative. The GCU provides a variety of competitive financial services including current accounts, savings, mortgages, loans and insurance services.

With payments taken directly from your wages it can be the easiest way to deal with your finances, you can also access your account on line and take part in the private members lottery. You can read more about the GCU at

www.glasgowcouncilcu.com

There are also a number of other credit unions operating in the Glasgow area. For more information on these go to: www.cucity.co.uk, this will allow you to choose the credit union which best suits your needs.

Staff Benefits

Our employee assistance provider operates a benefits scheme which is open to all Council employees. It provides preferential discounts on selected products and services including high street shops, cinemas and restaurants, to money off car hire, hotels and holidays.

Online Staff Updates

Online staff updates crammed full of information about the Council, offers available to employees and competitions.

Development

We believe that providing staff with increased skills, knowledge, qualifications and competence will ultimately lead to our customers receiving a better service and our employees feeling more motivated and engaged.

As a result we are proud to offer a wide range of developmental opportunities, including:-

- Completion of Performance Coaching Reviews that support personal development and career progression.
- Glasgow Online Learning Development (GOLD) courses covering topics such as leadership & management, IT skills and health & wellbeing
- Support whilst completing Further Education including Graduate Apprenticeships.

Give as You Earn

Our Give as You Earn Scheme is a tax efficient way to donate to you chosen charity through your pay. As the donation is made before tax it actually costs you less and your charity receives more from the gift aid entitlement.

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Applying to work with us - what you need to know

If you decide to apply for a job with us, we want to give you as much information as we can to help you with your application.

Where we advertise

You can access a list of our current vacancies by:-

- Visiting our website at <https://www.glasgow.gov.uk/vacancies> here you will find a link to the myjobscotland e-Recruitment portal where you can apply online. You can also find details here of how to request alternative format application packs.
- <https://www.myjobscotland.gov.uk/councils/glasgow>

The job advert and application pack will give you as much information as possible to help you to decide whether you want to apply for the job.

It will include the role profile and person specification relevant to the job and if appropriate any additional information required for the post together with a link to guidance on how to complete your application.

The job advert

The first stage of the application process is reviewing the job advert. This describes the job and you should look carefully at the information we provide about:

- Responsibilities
- Qualifications
- Experience
- Knowledge and skills; and
- Competencies.

It will also include details of any restrictions on the job such as:-

- Any political restrictions under the Local Government and Housing Act (1989).
- If you need to be a member of the Protection of Vulnerable Groups Scheme (PVG). This is a membership scheme for individuals who undertake regulated work with children or vulnerable adults.
- A disclosure check for jobs involved in the administration of law or senior management in banking and financial services.
- A pre-employment health assessment for jobs such as care related roles or high risk positions such as lone working or working at height.
- A driver's licence check.
- Is excepted under the Rehabilitation of Offender Act 1974 for example roles working with children, this means that you are obliged to disclose information about spent convictions.

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Role profile and person specification

You should also check out the role profile and person specification for the job as these provide more detail regarding the role.

Role profiles

We have 14 'job families'. Job families group together roles that share a similar purpose. Within each job family there are a different number of role profiles, these detail:

- the job family;
- the level of seniority;
- what the role is for and why it's needed;
- the main activities we expect you to carry out and the results you should achieve by doing each of those activities (this will be split into two headings – 'actions' and 'end results');
- who you'll be coming into contact or working with and in what way;
- where you'll be working and the type of conditions you may experience;
- whether you have any other responsibilities (e.g. managing people, budgets or relationships with suppliers);
- the competencies you need to show.

Whilst it lists the main actions you need to take to do the job and the results you'll need to achieve it doesn't list every duty or responsibility.

Competencies

Competencies are about your behaviour at work and are based on attitudes and skills. They make the difference between doing a job and doing a job well.

There are two types of competency frameworks within the council – leadership and non-leadership. The competency framework for the job you're applying for will be based on the grade of the post and whether the role involves leadership.

Leadership competency framework

The leadership competency framework is made up of 15 competencies, arranged into the following three groups.

- Personal qualities – those needed to see them through the demands of the job.
- Setting direction - a vision to take action to modernise the organisation and make sure it responds to the needs of the people who use our services.
- Delivering the service - high-performing, providing leadership across the organisation, as well as across partnership organisations to make things happen and deliver results.

Read our [Leadership Competency Framework](#) for more information.

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Non-leadership framework

The non-leadership competency framework is made up of five competencies:

- Personal effectiveness – displaying skills and attitudes to apply knowledge and understanding in different situations.
- Providing excellent customer service – exceeding the expectations of customers inside and outside the organisation through the quality of customer service.
- Managing change – helping us to make changes by focusing their effort and personal commitment to making the changes work.
- Leadership – taking the lead in developing the success of the business.
- Delivering results – focusing their attention and resources on meeting agreed business targets and priorities.

Read our [Guide to Describing our Competencies](#) for more information.

Not all competencies apply to every role. We use the competencies relevant to the job you're applying for to draw up the person specification for the role.

Person specification

The person specification sets out the skills, knowledge, qualifications and competencies you need to carry out the activities given in the role profile. It also details the main characteristics you need to show, such as attitude, motivation and behaviours, to make a difference and do a job well.

The person specification is made up of two levels.

- 1 Essential – the criteria that you need to meet to perform at a satisfactory level from the first day in the job. If you don't meet the essential criteria, you won't be short-listed for interview.
- 2 Desirable – the criteria that would allow you to perform the job more effectively.

We use it at the short-listing and interviewing stages of the recruitment and selection process as the criteria you'll be assessed on.

Having reviewed the job advert, role profile and person specification you should decide if your skills match those needed and consider any restrictions. If, having done this you feel that you're suitable for the job, you should apply.

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Completing your application form

Before you fill in the application form, read the guidance notes, instructions and questions carefully, then answer the questions fully.

This is your opportunity to 'market' yourself and tell us how your skills, knowledge, qualifications and competence fits the requirements of the job and match our needs, remember to:-

- Provide specific examples of your work, or other activities, which show your ability to meet the requirements of the post.
- Tell us why you, more than anyone else, should be offered the job.

You must fill in an application form to be considered for a job as we will not normally accept CVs, unless, for example, you can't fill in the application form due to a disability. If you have a disability, we can provide the application form in alternative formats such as large print, Braille, or Audio. Please also tell us about any particular arrangements you would need if you were invited for an interview.

Applications are also available in other languages.

Sending your form in

Make sure your application form is with us no later than the closing date shown on the advert.

Please note that the myjobscotland e-Recruitment portal cannot accept applications after the closing date. We also won't accept alternative format application forms received after the closing date.

Equality monitoring form

If you apply for employment with us we will ask you to fill in an equality monitoring form. This information is important to us as it enables us to monitor and improve the effectiveness of our employment policies and practices, and comply with our legal obligations. It doesn't however form part of the decision making at any stage of the recruitment and selection process.

We would ask that you consider answering all of the questions. Giving us this information is however voluntary and if there's something you don't want to answer, you can choose not to. If you do provide this information it will be treated in the strictest confidence.

Short-listing process

After the closing date, we'll start the short-listing process. We will treat your application fairly and equally and measure it against the person specification and short-list criteria for the post. We will focus on the skills, knowledge, qualifications and competencies needed for the job.

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To help with shortlisting we may ask you some additional questions which you would answer by uploading short one way videos to your application on myjobscotland.

If your application is successful and you're short-listed, we'll invite you to an interview.

If you tell us on your application form that you have a disability, and you meet the minimum criteria for the post, we'll invite you to an interview automatically.

If you're not short-listed for interview, don't let this put you off applying for a job with us in the future. Ask for feedback as to why your application wasn't successful and try to learn from this. Look at the skills you need to develop and how you can do this so that your next application is successful.

The interview stage

Getting invited to an interview means you've passed the first hurdle, your application must have made a good impression.

The interview will be 'competency-based', these are designed to allow you to show how skilled you are in important areas of the job. The questions will be based on the competency areas detailed on the role profile and person specification. You'll be asked to give specific examples that show evidence of these, so think about these before your interview. When you provide examples, you may find it useful to answer using the 'STAR approach'. That means thinking about the following.

Situation In what context did you show these skills?

Task What was your role or responsibility?

Action What did you do?

Result What happened?

Also think about what you learnt from the situation.

You should also be prepared to answer questions such as:-

- Why did you apply for this position?
- How do you get on with people?
- What makes a good team member?
- Why should we employ you?

When you answer these types of questions describe your skills, knowledge, qualifications, competencies and experience and how they relate to the job you're applying for.

Talk about your personal characteristics for example communication skills, flexibility or being able to adapt easily to change. Describe how you have previously worked as part of a team and mention your ability to get on with people at all levels.

There's also the opportunity to ask questions at your interview and you should prepare for this.

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Additional assessment methods

We may use other methods, as well as the interview, to choose someone for the job. This will depend on the type of role you are applying for.

We'll let you know what type of assessments we'll be asking you to do and the format of these (for example, going to an assessment centre) when we invite you for an interview.

Following interview - If you are not successful

If you find out that you haven't been successful, don't let this put you off from applying for other jobs with us. Try to find out why by asking us for feedback. With this knowledge, you can then take any necessary action to help you with future job applications.

If you already work for the council, speak to your manager about your Personal Development Plan (PDP)/Performance Coaching Review (PCR) and what action you can take and tasks you can get involved in to increase your chance of getting that job next time round.

Preferred candidate following interview

If you are the preferred candidate following interview we will undertake a number of pre-employment checks as the final part of the selection process.

Pre-employment checks

As standard we will carry out:-

- Identity checks, if you are an external candidate we will ask you to provide us with three forms of identity, one of which must be photographic. Subject to service requirements we may also carry out identity checks for internal candidates.
- To meet our legal duty under UK law, we'll ask all external candidates to provide evidence that they have the right to work in the UK,
- For external candidates we will ask for at least 2 references. Both should be employment related and where possible be from 2 separate employers, with one being your current or most recent employer and covering at least 3 years previous employment. We will only consider character or personal references where you have no or a limited employment history. Please make sure that your referees know that we may approach them for a reference. Internal candidates may also be asked to provide references, this is however at the discretion of the recruiting manager. Subject to service requirements we may also carry out reference checks for internal candidates.
- If you have lived outside the UK for over 6 months or more in the past 3 years we will ask you to provide evidence of this.
- Complete a criminal convictions declaration form.

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Checks specific to the role may include:-

- Protection of Vulnerable Groups or Disclosure Checks (if appropriate). New appointees will be required to pay for their own PVG or Disclosure checks.
- Overseas checks including criminal records (if appropriate)
- Qualifications, we'll ask you to provide evidence of your qualifications if they're essential for the post.
- Driving licence, if you are applying for a position with us which requires you to drive we'll ask to see your driving licence.
- Pre-Employment Health Assessment, if the post is care related or high risk such as lone working, night working or where you are exposed to vibration you will need to fill in a confidential medical questionnaire, either online or over the phone. As a result of this you may need to talk over your answers with our occupational health provider or attend a pre-employment medical assessment.

Successful following pre-employment checks

If your pre-employment checks are satisfactory you will be confirmed in post.

Congratulations, all your preparation and hard work has paid off. If you already work for the council, you can look forward to developing your skills and experience further in your new role.

If you're new to the council, you are joining an organisation that prides itself on its people. Welcome to the team.

Further Information

If you require further information, please telephone the number listed in the advert or visit our website www.glasgow.gov.uk/vacancies.