

The City of Manchester

Manchester is a diverse and dynamic place to live and work, and the Council is at the heart of city life. To meet the needs of Manchester's residents, secure the future of its communities and embrace the vibrant cultural mix to which the city is home, we must have a skilled and committed workforce on board.

As an employee of Manchester City Council, you can make a difference.

Our people are our strength

An organisation is only as good as the people it employs – that's why Manchester City Council's most valuable resource is its workforce. Some 26,000 individuals work for the Council in a wide variety of occupations, including social workers, building surveyors, teachers, catering assistants, architects, personnel advisers, policy officers, craft and manual operatives, solicitors, youth workers, finance officers, research assistants, cleaners and web designers. Whatever the job, Manchester City Council has the experts on its payroll.

Together they provide the diverse range of abilities and experience necessary to deliver high-quality, value-for-money services to the city and its people, and they help ensure Manchester's status as a place where people want to live, work and visit, and where businesses choose to locate. We take care to match the right people with the right skills to the right jobs in a way that benefits both our staff and the communities we serve. Manchester City Council employees not only have the chance to enjoy a rewarding career, with opportunities for development, but also to be part of the team that is shaping the future of a vibrant, go-ahead city.

Manchester: a capital of commerce and culture

An international city with a proud history and increasingly dynamic future, Manchester is the north west's regional capital: a thriving, modern, metropolis renowned for its cultural and leisure attractions, respected as a leading European business centre, and the scene of some of the country's most dramatic urban regeneration.

Home to over 437,000 people, including one of the biggest student populations in Europe, Manchester is the largest of the ten Greater Manchester local authorities, with an economy that is second in the UK only to London. From a dependency on manufacturing (dating back to the Industrial Revolution, which transformed the city in the 18th century) Manchester has expanded its economic base and developed a strong service sector, in which the Council, as one of the largest metropolitan authorities in England with an annual revenue budget of around £600million, is a leading player.

Manchester sits at the heart of the UK and at the hub of the country's Road and rail network, within easy travelling distance of London and other major cities. More than a quarter of the UK's motorway network runs through the Greater Manchester area, positioning it within two hours' drive time of 12million people, and the capital is only two hours away courtesy of the upgraded West Coast main line. Accessible from the city centre in just 20 minutes by road or rail, Manchester International Airport is the third biggest in the UK and is ranked among the 20 largest airports in the world in terms of the number of international passengers who use its first-rate services.

Famed for its innovative music scene, the city is home to the highly respected Hallé Orchestra and BBC Philharmonic, along with recording studios and facilities that rival the best in the business. No stranger to international sporting triumphs, Manchester's sporting base has been enhanced by the economic regeneration underway and includes world class facilities like the City of Manchester Stadium, National Squash Centre and Manchester Velodrome – Britain's only indoor Olympic cycle track. Purpose-built for the 2002 Commonwealth Games, the Manchester Aquatics Centre features two 50-metre swimming pools and a specialist diving pool also used for water polo.

Manchester boasts no less than 15 theatres; the award-winning Manchester Art Gallery houses one of the world's finest art collections; and the city's highly regarded museums include the award-winning Museum of Science and Industry and state-of-the-art Urbis. Its lively festival schedule includes film events and an annual street performance festival.

Café society flourishes in Manchester's many European-style squares; the city's shops range from high street stores to designer boutiques, shopping malls to specialist markets, and its dining experience is the most extensive and varied outside London.

Manchester's architectural heritage includes grand public buildings like the famous Neo-Gothic Town Hall and former factory and warehouse buildings, many of which now have a new lease of life as fashionable urban apartments. Its glorious green spaces include Heaton Park, one of Europe's largest municipal parks, and the 275-acre Wythenshawe Park, both with historic halls that are a popular choice for private functions.

Putting people first...

We take pride in our city and recognise the vital role that strong, sustainable local communities play in its success. The Council is a people focused organisation, committed to encouraging business investment, improving quality of life and ensuring that all Manchester citizens have equal access to the wealth, employment and other opportunities that result from the extensive, high-profile regeneration activity underway. We aim to achieve this by providing excellent services to meet local needs; working in partnership with other public, private and charitable sector organisations on initiatives that make a real and lasting difference to the city; valuing the diversity that exists in Manchester; and empowering local people by actively involving them in the decisions affecting their lives.

...and making a difference

By introducing new, more efficient ways of working and making the best use of the latest technology, we can save time and money and as a result deliver better, more cost-efficient services that can now be accessed more easily – through the internet, by telephone or in person.

Manchester's prominent regeneration has been much acclaimed. A series of strong public and private sector partnerships has allowed us to undertake one of the largest programmes of urban renewal in post-war Britain, using over £750million of private investment. Central to the massive regeneration activity underway in areas like east and north Manchester is the bid to create sustainable communities where people choose – rather than are obliged – to live, and this is supported by the Council's Housing Strategy. This involves working with public and private sector partners to enable increased investment in residential property and introduce new levels of quality and choice into the local housing market.

High-quality learning is fundamental to a good start in life, and the need to improve educational achievement in Manchester schools while encouraging a culture of lifelong learning is a Council priority. The availability of an educated, skilled workforce will make local industry more competitive and attract new business investment to the city, to the benefit of its residents.

Because sport, the arts and other cultural activities contribute to the quality of life, the Council is keen to ensure that Manchester residents have ample opportunity to participate in them through its Cultural Strategy. It also aims to capitalise on the city's first-rate cultural attractions to build Manchester's profile and encourage more people to live, work and play here.

Corporate Objectives and Values

Vision

Manchester is an exciting, diverse city of national and international significance where people choose to live, work and play, and in which companies want to invest. It is a city where everyone has equal access to opportunity, employment and prosperity.

Mission

Manchester City Council is a public service organisation that recognises public service is a vocation with the core purpose of improving the quality of life for our citizens by working with them to promote and support sustainable communities.

Objectives

The economy

To create more jobs for local people by increasing economic activity and investment, promoting technological growth and maximising the use of our major assets, including our vibrant city centre.

Population

To increase the number of people living in the city and to reduce the turnover of people leaving the city by creating successful communities.

Crime

To reduce crime and disorder and antisocial behaviour, and help people to feel safer.

Health

To prevent ill-health and improve local people's health and wellbeing.

Services

To provide services that are relevant, efficient, effective and best value for money.

Education

To improve the educational results of the city's children at all levels; to increase the number of young people going into further and higher education; to support people into work through training; and to provide opportunities for lifelong learning.

Environment

To develop and sustain a healthy, safe and attractive local environment that contributes to the city's and its people's economic and social wellbeing.

Transport

To develop an integrated transport system that supports the city's economy, respects the environment and is safe and accessible to all.

Culture

To ensure people have opportunities to participate in the arts, sport and cultural activities that contribute to their quality of life.

Values

Working for Manchester City Council is about more than just what we do. It is about the way we do it – the principles and beliefs that shape how we carry out our job. Developed after consultation with over 300 employees, the values below influence how the Council plans, makes decisions, and interacts with others.

Pride in our city

We take pride in our city and the contribution we make to its success. We are committed to continually improving the quality of life in Manchester.

Community-focused

We recognise that a successful city relies on the success of its neighbourhoods and communities. We want to meet the aspirations of all Manchester citizens by empowering communities and embracing their diverse identities.

People-focused

People are at the centre of what we do. We will achieve an excellent standard of customer service by acting with speed, efficiency and respect.

Responsive and accountable

We value the contribution of residents, employees and partners. We will communicate clearly and openly about our decisions and actions, and the reasons for them.

Valuing our employees

We value our employees and we will support and encourage their development by working hard to deliver better services.

Pride in our workforce: giving and getting the best

People perform to their best ability when they enjoy their work, are highly motivated, and when their efforts are recognised and rewarded. We value our employees and offer them highly favourable benefits that include:

- Employee Support Groups
- A workplace childcare scheme
- Childcare vouchers from September 2006
- Job share/flexible working (where possible)
- A contributory final salary pension scheme
- A volunteer scheme to improve the local community
- Aids and adaptations for disabled employees
- Corporate Awards for Excellence
- Reward and Recognition schemes
- Opportunities for training and personal development
- Interest-free public transport season ticket loan
- Interest-free bike loan
- Discounted transport season tickets
- Competitive rates of pay and holidays
- Maternity, maternity support, parental and adoption leave
- Awards for long service and excellent performance and achievement.

In keeping with our commitment to the concept of lifelong learning, we encourage both professional and personal development among our workforce and provide excellent opportunities to undertake job-related training, and study for professional qualifications.

This information is available in large print, Braille and on tape, telephone: 0161 277 5972

It is also available in other languages, telephone: 0161 234 3193.

DIVERSITY & EQUALITY

At Manchester City Council we employ almost 26,000 people with a wide variety of backgrounds, experience and skills, and we are the largest employer in Manchester.

The Council aims to draw its employees from all sections of Manchester's varied communities. It aims to ensure that the diverse range of skills and qualities employees bring to the workplace help deliver quality services. We aim to build high-performance teams that recognise and celebrate diversity but embrace common goals and continual improvement.

For many years the Council has been driving forward with equality and quality policies that tackle discrimination on the grounds of race, religious belief, disability, gender, sexual orientation and age. We celebrate the diversity of the city and the diversity of our workforce.

We believe that every individual has the right to be treated with dignity and respect in the workplace, and we are committed to providing a supportive working environment where individuals are free from harassment and bullying.

Valuing our employees

We value our employees and we will support and encourage their development in working hard to deliver better services.

As an employer, Manchester City Council recognises that its employees are central to everything it does. Manchester City Council is committed to the development of its employees, and has a number of initiatives in place to support this, including mentoring and coaching schemes.

The Council values its employees, and has a number of schemes to encourage and reward their contributions. For example:

- Awards for Excellence: where employees are nominated for awards across a range of categories, culminating in a gala presentation evening.
- Long Service Awards
- Individual departmental recognition schemes
- Annual staff survey to gain employee feedback on our approach to a range of issues
- Corporate Staff Suggestion Scheme.

Having A Voice

It is important to us that our employees feel they have a voice, and therefore we fully support schemes and networks that ensure the opinions of our employees are heard.

As well as representation from active trade unions, our employees from black and ethnic minority, disabled and lesbian, gay, bisexual and transgender communities are also supported by a network of employee groups, most notably the:

- Departmental and corporate black staff groups
- Lesbian, Gay, Bisexual and Transgender employee group
- Disabled Staff Network
- Employee Carers Support Network.

Black staff groups

Departmental black staff groups across the Council work with the Corporate Black Staff Steering Group (that acts as a link between the departments and chief officers across the authority), and have actively been working with their departmental management teams to build and maintain effective forums where black staff can work with management on issues such as:

- Black staff development within the Council
- Providing appropriate and relevant services for local residents
- Achieving the Council's race equality targets
- Assisting the Council to implement its equality policies.

The Council is working towards local and national targets on equality and we are committed to Agenda 2010 (the multi-agency plan to achieve race equality in Manchester). This means that every team, every service and every individual has a role to play in making sure we support the development of black staff.

As part of this commitment, Manchester City Council's black staff groups have made excellent progress in promoting race equality and in highlighting issues that affect staff and service users from minority ethnic groups. By sharing information and concerns, they are developing solutions that benefit all Council employees and improve services for our residents.

Lesbian, Gay, Bisexual and Transgender employee group

"Manchester is proud to lead the way among local authorities when it comes to equality affecting lesbian and gay employees."
(Cllr Paul Fairweather)

Manchester City Council is a pioneer of diversity in the workplace, dedicating time and resources to make sure lesbian, gay, bisexual and transgender (LGBT) employees feel accepted and secure. This acceptance and security is fostered through a comprehensive support system for staff, including a Lesbian, Gay, Bisexual and Transgender (LGBT) employee group.

The group meets to advise on how the Council can make sure its employment practices are fair to lesbian, gay, bisexual and transgender employees. The group also suggests how Council services can be improved, and offers support to LGBT staff.

As well as supporting lesbian, gay, bisexual and transgender employees, the Council has been a proud supporter of lesbian and gay events, such as the annual Manchester Lesbian & Gay Pride and the 'Queer up North' Arts festival.

Manchester City Council is also a member of Stonewall's Diversity Champions Network.

Disabled Officers Network

The Council is totally opposed to discrimination against disabled people, whether such discrimination is intentional or through ignorance.

Through the development of disabled staff groups we have developed new channels of communication between the Council and its disabled employees.

The Disabled Officers Network was set up to give disabled staff the opportunity to contribute to improving Council services for disabled people, both service users and staff. The views of the group are fed back to departmental management to make sure we develop inclusive policies and accessible working environments for disabled staff and service users.

Removing Disabling Barriers

We are committed to ensure our recruitment methods are open and accessible to disabled applicants. We make every effort to supply all necessary building adaptations and employment equipment to enable disabled employees to carry out the full duties of their jobs. If a certain aspect of a job would prove unachievable by a disabled Applicant or employee due to the nature of their impairment, we give full consideration to the possibility of redesigning the job to remove that particular barrier.

Gender Equality

Manchester City Council is committed to gender equality to employees and in delivering services. We will ensure that any discrimination based on gender is eradicated from the workplace.

This is achieved with the input from our own interdepartmental group and an external scrutiny panel that meet to discuss gender equality issues. We actively support a number of projects and events that address gender issues, equality and awareness.

Supporting Carers

Carers can be defined as people who look after family or partners in need of help because they are ill, frail or have a disability. The care they provide is unpaid.

Statistics show that there are currently over three million carers balancing their caring role with a full or part-time job. This equates to one in seven of all employees in the UK being a carer.

Manchester City Council recognises that many of our own employees balance being a carer with their daily work here at the Council, and we therefore offer support where possible.