

# **Arun District Council**

## **Recruitment Candidate Pack**



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## Our Company...

Arun District Council has offices in both Littlehampton and Bognor Regis. We are responsible for a range of vital services for Arun's residents, businesses, and visitors across a large geographical area. We employ nearly 400 staff and are one of the biggest employers in the area.

Local Government offers a diverse number of services, so we naturally have a variety of professions working for us, including Engineers, Accountants, Lawyers, Tree Surgeons, IT Specialists, Community Wardens and many more!

If you have ever wondered what it must be like to help a homeless person, devise plans to prevent flooding, protect our historic buildings or ensure restaurants are clean and hygienic then you may want to consider whether Local Government is for you.

For more information on Arun, please visit our webpage:

[Arun District Council | Arun District Council](#)



# Why work for Arun?

Sandwiched between the south coast and the South Downs National Park, we have fresh sea air and greenery in equal measure and abundance. Take a stroll along our award-winning sandy beach in your lunch hour or visit the historic and picturesque town of Arundel at the weekend for a lush walk and a spot of lunch and you will soon see why we love Arun.



## Great benefits!

- Gym membership
- Generous annual leave
- Chance to accrue extra leave
- Employee Assistance Programme
- Pension Scheme
- Car loan and cycle to work scheme
- Training & Development opportunities
- Health & Wellbeing benefits
- Long Service Awards
- Flexible Working



## Our recent successes:

- £19.4 million under the Levelling Up Fund for Alexandra Theatre in Bognor Regis and Littlehampton seafront – agreement by Policy & Finance Committee for additional funding and principle of deal with existing tenants for delivery of new hotel.
- 86 new council houses, over the last 4 years; a further 35 to come in this financial year.
- New updated website.
- Green Flag Awards for six parks: Mewsbrook Park, Hotham Park, Marine Park Gardens, Norfolk Gardens, Old Rectory Gardens and Brookfield Park.
- Bognor Regis Bandstand restored.




## Points of Contact...

Meet the members of the HR Team who will be guiding you through our recruitment and onboarding process. Please send us an email or give us a call and we would be happy to help you with any questions you have! The best email to contact us on is [askhr@arun.gov.uk](mailto:askhr@arun.gov.uk)







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## Our vision 2022 – 2026...



***“The role of the district council is to make Arun a better place to live, work and visit, as well as delivering public services.”***

The 4 areas the council will concentrate on are:

1. Improving the wellbeing of Arun
2. Delivering the right homes in the right places
3. Supporting our environment to support us
4. Fulfilling Arun's economic potential

We not only want Arun to be a great place to live, but we want to attract new businesses and job opportunities and create a great tourist destination that makes the most of our natural environment.



## What we promise our customers...



**Working together for a better future**

### The Council Priorities and the Vision

	<b>Your services</b>	"Providing the best services we can afford to help you improve your life"
	<b>Supporting you</b>	
	<b>Your future</b>	

We will continue to deliver our priorities without it costing you more by:

- Offering an improved customer experience
- Building better relationships with other organisations and the community
- Providing more digital opportunities to make dealing with us easier
- Becoming smaller but more effective

The Customer Services Strategy aims to put customers first in everything that we do - the following pages sets out how we will do this, and what our customer should expect.



More can be found here: [Customer services strategy | Arun District Council](#)



## Our Values...

# Our values



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**Trust**

We earn trust by doing the right thing - for our colleagues, our customers and for the community. We are open and honest in our dealings both internally and externally. We act with integrity and accountability, rectifying our mistakes and using them as a learning opportunity.
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**Proactivity**

We embrace change and use our initiative, motivated to find the smarter way. We encourage each other to speak up and contribute, especially when what you think is different to what you are hearing.
- 

**Communication**

We recognise that sharing information increases our ability to be effective. We are thoughtful in our communications ensuring that our messaging is respectful and understandable to all. We are responsive, demonstrating commitment to resolving problems with innovative solutions
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**Respect**

Respect is at the forefront of every interaction we have with our customers, colleagues, partners and members. In return we should expect to be treated respectfully. It begins with the active inclusion and acceptance of all that join us or access our services and being open to unfamiliar and different views to our own.
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**Kindness**

Kindness matters to us. We are inventive and work tirelessly on our customer's behalf so they know that we care and are doing our best for them. We are equally kind to our colleagues, offering help and support when needed. We celebrate achievement and recognise everyone's contribution.





## What our customers say about us...

*“Thank you for the amazing service you offered again, my son is delighted with the flyers you did, it’s his first event and his branding will look great in his university portfolio” – Feedback for our PrintPlus Team.*

*“I just want to say a huge thank you. One of your team came to my business today, he was brilliant and definitely got the cogs of my brain feeling a bit creative again. He is going to follow up with an e-mail with the bits we discussed. This is a great opportunity for retail businesses so a very heartfelt thank you for having this service available.” – Feedback for our Economy Team.*

*“I just wanted to thank you with all my heart for this new place. I really appreciate it. I cannot even thank you enough for this. So, I just wanted to say thank you so much for this. I am very grateful.” – Feedback for our Housing Team.*

*“The business grant funding has been approved; I just received the email! I am so grateful for this opportunity. I know it will be hard work but I really cannot wait to get started. My family have passed on their thanks to you as it gives a glimmer of hope. Thank you so much for your help and the recognition. It means a lot as we have and are going through tough times. – Feedback for our Economy Team.*

*“I am writing to congratulate you on the performance of your department. I cannot tell you what a joy it has been to be working with such excellent people. Life has become very difficult for many people and for many organisations such as planning. I can’t imagine the workload and the many voices all calling for your support or objection so I can well understand that your department is under huge pressure. Yet, I received the best service that I have received from a planning department for many years so please let me offer my congratulations to you.” – Feedback for our Planning Team.*

*Back in June my whole world came crashing down and I did not know which way to turn and where to get help. Well, I was given Chanelle and I can only say ‘thank goodness for her’ she has honestly been the most supportive, understanding, and kindest person. She has now given us a home for my family at a time when my stepchildren were grieving and I want to thank her from the bottom of my heart.  
**Feedback for Chanelle in our Housing Team.***

## What our employees say about us...

*“Having worked for ADC for 25 years, covering about 6 different roles, I can honestly say that I enjoy the variety of opportunities! I have learned so much about the different services that the council delivers, every day is a school day! Maybe the most important aspect of this is that it is your choice whether you want to spread your wings and experience other areas. I have also been lucky enough to have achieved three NVQs, a BTECH and a line management qualification – all sponsored by the council. The opportunities are there, you just need to decide whether they are for you or not.”* – **Shirley Quinlan, PA to Chief Executive & Monitoring Officer.**

*“I most enjoy the flexibility that the flexi time offers and the opportunity to be out and about in the community. I also really enjoy that we get to interact with a lot of different departments and my team is amazing!”* – **Emily Hellyer, Neighbourhood Housing Officer.**

*“Arun has given me the ability to do several different jobs during my time here. I’ve had the opportunity to work on various projects and in groups with others that weren’t involved in my day-to-day role and enjoyed those too. I’ve taken up training opportunities and undertook my degree while working – no student debt! I’d recommend it to anyone but you have to get involved to enjoy it fully.”* – **Miriam Nicholls, Business Development Manager**

*“Every day is a different day and brings with it a range of interesting challenges and opportunities.”* – **Karl Roberts, Director of Growth.**

*“The thing I most enjoy about my role in ADC is that I know we are working in a department that really makes a difference. It’s not at all an easy sector to work in and it comes with its ups and downs, but the whole team is supportive and understanding and we all work together to support clients in the community as well as each other.”*  
- **Kristy Bristow, Homelessness Pathways and Partnerships Coordinator.**

*“My role is fast paced, filled with daily challenges and no day is ever the same, it’s a constant learning ground. I have contact with a large range of colleagues, all Councillors and the public and ultimately that is what I love most about my job, the people. When I first joined in 2018, I immediately felt like I had come home. I am looked after, listened to, valued and surrounded by people who work with me to overcome challenges and inspire me every day”* - **Carley Lavender, Committee Services Officer.**

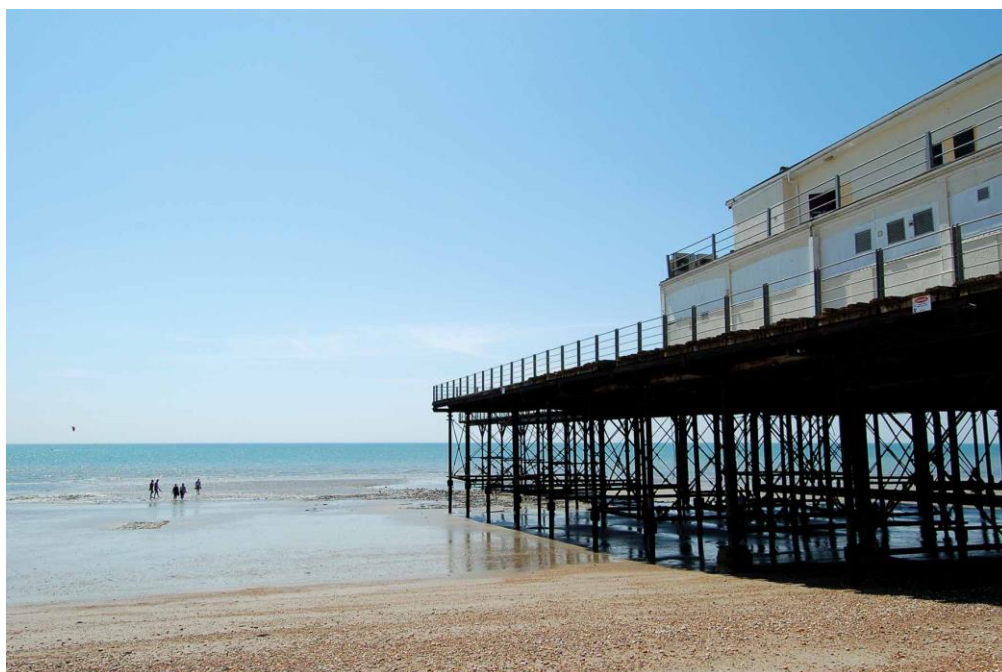
## What our new starters say about us...

*"I have been so welcomed into my new position and everyone I have met have been so welcoming and friendly!"*

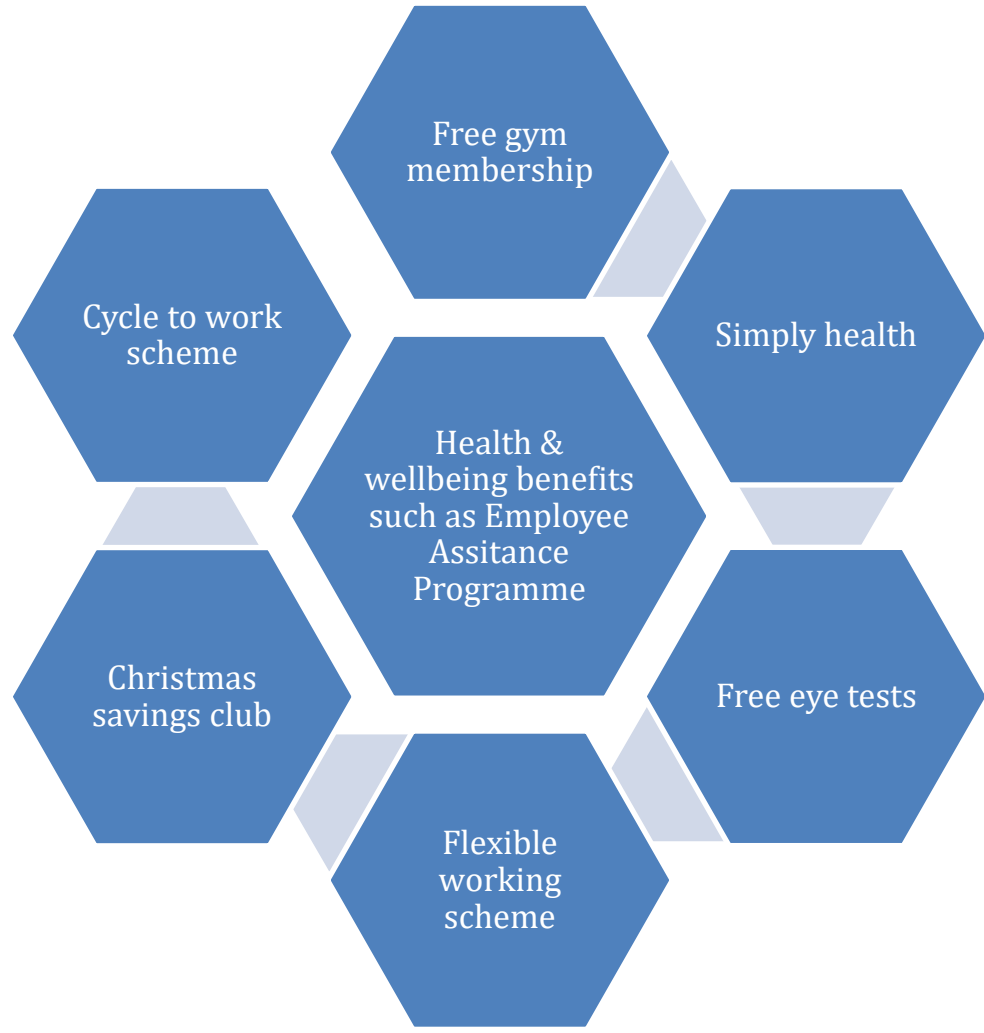
*"Out of the things I most appreciate about working for Arun is that I have never felt any age-related discrimination. I'm 70..."*

*"The support and help provided from other officers is what makes me enjoy working at ADC the most. I started with Arun during COVID so lots of my initial experiences were remote work and teams calls. It can be really daunting starting at a new place of work and having to ask others for help, especially over teams, however whenever I asked a question I was always met with a friendly smile and an enthusiasm to help. This is still the case today as well, though thankfully with the office becoming busier it is mostly in person rather than over teams!"*

*"I absolutely love working for Arun. I feel valued as an employee and it is such a change for me to work in a place where the employee's wellbeing is looked after. I recommend ADC to all."*



## Staff benefits...



More detailed information can be found here:  
[Why work for Arun? | Arun District Council](#)



## Training & development...

Training and development helps employees learn, acquire new skills, and gain the professional knowledge required to progress their careers. Our Behaviour and Competency Framework can be used to identify which areas you might need development in and we encourage regular development reviews with line managers.

It improves the individual's level of awareness, increases an individual's skill in one or more areas of expertise, and increases an individual's motivation to perform their job well.

Employee training focusses on delivering a training course (face to face or virtually) that helps employees learn specific knowledge or skills to improve performance in their current roles. Employee development is more expansive and focuses on employee growth and future performance.

*“Brilliant trainer - made it all look so easy and was presented in such a way that was understandable. Very clear and confident with all that was shown. Described really well for all to understand, a compliment to the trainer.” – Training for Excel 365.*

*“Really well presented and the team of presenters & actors kept things interesting. Safe space to learn about and share discussions on a tricky topic. One of the best Equality & Diversity training sessions I’ve ever attended. Really interesting and engaging trainer and actors and creative use of a range of tools to help on-line audience participation.” - Training for Equality & Diversity.*

*The trainer was very personable and knowledgeable. Course was the right length and gave some very useful tips. – Training for Recruitment & Selection.*

*“The trainer was entertaining and easy to listen to. The content was helpful. The training was engaging and very useful.” - Training for dealing with difficult Customers.*



## Interview process...

### Shortlisting

If you apply for a role through our vacancies page you will automatically receive an email confirming that we have received your application. Our recruiting managers will score your CV against the criteria in the Role Profile when shortlisting, so please ensure you demonstrate how you meet the criteria in your CV. If you are not selected for interview, you will still receive an email confirming that you have been unsuccessful in your application. In that event, we hope that you will still consider applying for job opportunities at the council in the future.

### Preparing for your interview

If you are short listed for an interview this means you have passed the first stage of the selection process and at minimum meet the basic criteria of the job.

You will receive an invitation and this will confirm if your interview will be held face to face or if this will be held virtually via Microsoft Teams. Your invite may include a link to our recruitment platform to be able to book a “self-service” slot with the available dates and times our managers can meet with you to interview you.

If you are invited for an interview, we want you to feel as confident and comfortable as you can be in this situation. We want this to be a great experience for you.

### STAR

We use the STAR method to score the answers all our candidates provide to us in the process. The majority of the questions you will be asked will be based on the behaviours and competencies listed in the role profile of the job that you applied for.

We would like you to give as many specific examples as possible to demonstrate your competence in the areas we are assessing, detailing the Situation, the Task, the Action you took and the Results. Examples can be drawn from your experience at work, home or in a volunteering capacity.

We do provide a STAR candidate pack to those invited to an interview to explain in more detail, but more can be found here: [The STAR method | National Careers Service](#)

### **Attending interview**

Our interviews will be carried out by two hiring colleagues and you will be asked a series of competency-based questions which relate to the role you are applying for and the behaviours we would want to see from all our colleagues here at Arun.

Depending on the type of vacancy, some managers may set up certain exercises for candidates to carry out or ask you to prepare an answer to a question ahead of the interview. These give managers a greater insight into your abilities and skills. These might include a keyboard test, presentations, or written, numerical or verbal reasoning aptitude exercises. If you are selected for an interview, you will be told in your letter if you should prepare for a presentation or other exercise.

Please ensure to bring original copies of your professional and/or other qualifications to the interview. If you are made the successful candidate, you will also likely need to provide these as part of your induction with HR to make copies for your records.

**Please note:** Unfortunately, the council is unable to reimburse candidates' interview expenses.

### **If you're successful**

The manager will call you if you are the successful candidate and offer you the position. This offer of employment would be a "conditional offer" meaning that it is subject to satisfactory references, right to work and immigration checks, criminal records check if this is applicable to your post and verification of your qualifications (where relevant).

The conditional offer would then be confirmed in writing/email to you, along with next steps as part of your pre-employment checks and a copy of your contract of employment.

Candidates will also be notified by email if they have unfortunately not been successful on this occasion. Unsuccessful candidates are welcome to speak further with us if they would like feedback and we hope that you will still consider applying for job opportunities at the council in the future.

### **Pre-employment checks**

Once you have accepted your conditional offer, we need to complete necessary pre-employment checks before we confirm your start date. As this is a conditional offer, we strongly advise at this stage to not hand in your notice at your current place of employment. Once your employment checks have been completed/satisfied the manager will contact you to confirm this and agree a start date with

you. At this point you would advise your notice period and mutually agree a start date. At this point you may then give notice to your current employer.

Some roles require more checks than others, this will be advised to you in your offer letter as to next steps and what checks need to be carried out.

Pre-employment checks can include (but are not limited to) the below:

## References

We need satisfactory references that cover the last 3 years of your employment history, including your most recent employer. As we conduct our reference checks virtually, we will need you to provide us with the relevant email address.

## A right to work check

The online checking service we use is called Yoti, who are government approved. This is the quickest and easiest way to complete this check online. Alternatively, you can visit a Post Office branch that offers in-branch verification or bring your identification document into us at the Civic Centre.

## A Disclosure and Barring Service (DBS) check

As part of our recruitment, we will seek disclosure of criminal records for potential employees who are likely to be working with or be in regular contact with children or other vulnerable people as part of their work or have access to their information. Alternatively, we may need you to undertake a basic DBS check, for example if you are given access to specific systems within your role. Should the post that you are applying for fall into either of these categories we would send a link to complete your DBS form online with instructions.

## Setting you up to succeed

If you have indicated on your application form that you consider yourself to have a disability, we would encourage you to contact [askhr@arun.gov.uk](mailto:askhr@arun.gov.uk) to discuss this/ provide us with more information so that we can consider any possible adjustments you may need as part of the recruitment process and for the smoothest start at Arun. We want to set you up to succeed, so if you need adjustments to help you undertake this role, just let us know and we'll request a health assessment for you or discuss any reasonable adjustments with you.





## On your first day...

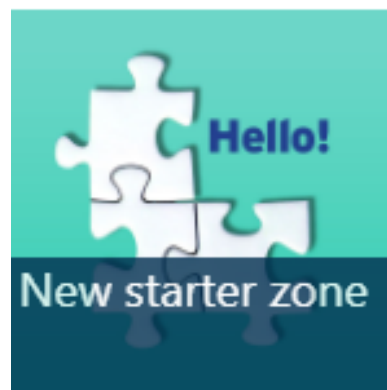
### **Congratulations, welcome to Arun!**

Your manager is busy preparing for your arrival, as well as completing an induction plan to ensure you have a smooth and confident start at Arun!

Your manager will be in contact with you to agree your first day and where you should go/ who you should report to etc.

We hope you'll be very happy here with us and soon settle into your new role. Make sure to check out our "New Starter Zone" on our internal SharePoint page when you start! It's full of information which will hopefully assist you in navigating your first few weeks in Arun.

*We look forward to you joining us soon!*



# What an exciting time to join us!

## One Arun

We are in an exciting time for Arun, following on from a company-wide employee engagement survey we held staff focus groups, so that employees could have their say on how we move forwards as an organisation and what we want this to look like. We want Arun to be an inspirational place to work and that we all feel a part of one organisation, One Arun!



## You said, we did!

Through recent company-wide staff focus groups we have been listening to our employees and created an ongoing culture working group, made up of staff across the business.

This group are now looking at how we take this feedback and ideas forward to improve the business. Look out for our “You said, we did” logo to show where these improvements have been made!



## Ignite

Ignite was formed to champion the needs of Arun staff, drive forward improvements and give employees a voice at the highest level with the council.

Staff from within the business were selected to try and cover all areas and make sure a voice from within each section is heard.

This isn't an exclusive group and we welcome all opinions and ideas from everyone at Arun. We would also love to welcome new members to the Ignite crew!



**Arun Values, created by staff, for staff!**

We are shortly due to launch our new corporate values following our recent staff focus groups!

Our employees told us what they felt was most important to them at work and from this we created these 5 values, which will be at the heart of everything we do!

