

Scrutiny Committee  
13 November 2018 at 7.00 pm

### **Background Papers**

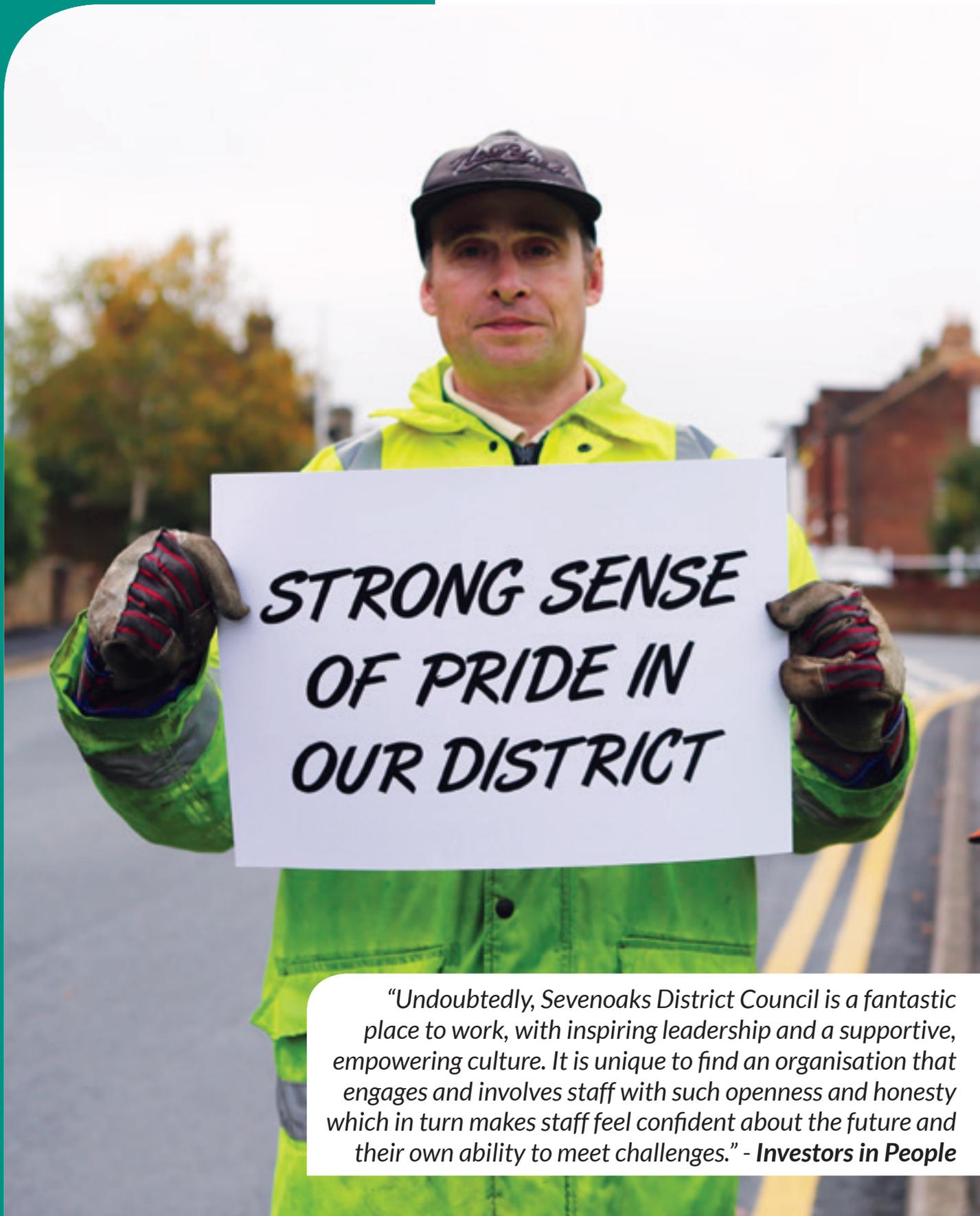
Further to the despatch of agenda and papers for the above meeting, please find the following background document:

8. **In-Depth Scrutiny, Staffing - Final Report** (Pages 1 - 20) Councillor Cameron Brown,  
**Employee Prospectus** Jim Carrington-West

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# Employee Prospectus





*“Undoubtedly, Sevenoaks District Council is a fantastic place to work, with inspiring leadership and a supportive, empowering culture. It is unique to find an organisation that engages and involves staff with such openness and honesty which in turn makes staff feel confident about the future and their own ability to meet challenges.” - Investors in People*

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*"There is a clear 'no blame' culture." - Investors in People*

## Welcome from the Leader and Chief Executive of Sevenoaks District Council

Sevenoaks District Council is a unique place to work. It's a place where positive and passionate people deliver some of the very best services in local government.

We are honoured to be recognised as one of the most efficient, well managed councils in the country, an achievement we work hard to maintain.

I'm exceptionally proud of our commitment to keep our services in-house. We invest in partnerships and sharing our services, but we hold a deep belief that we can provide the services our residents want without the need to outsource them. And, where our residents make it clear it's important to them, we invest in our services. There are very few councils that still collect all the rubbish and recycling every week using their own team of people.

It excites me that the people who work here care deeply about what they do, that they are creative, embrace risk and work hard to deliver exceptional services to our customers and to improve the Sevenoaks District. I'm confident that I can speak on behalf of all Councillors when I say that it's our team of people that makes Sevenoaks District Council unique.

I'm incredibly proud to be the Chief Executive of Sevenoaks District Council. It's a Council that punches well above its weight, because of the knowledge, skill and hard work of our staff.

We've worked hard to develop a no 'blame culture' among the people that work here. It's a place where staff take responsibility for the work they do and are empowered to take the decisions that help them to do their job effectively. We encourage new ideas and innovation and provide people with the support and training they need to become the very best at what they do.

Our mantra of 'the customer is anyone who isn't me' helps to grow strong and positive working relationships across our council services, as well as ensuring our residents, businesses and partners receive the very highest quality of service each time they contact us.

Recruiting the right people to our team is incredibly important to us and instrumental to our success. We value personal qualities as much as we do the skills and knowledge to do the job. We want people who can embrace our culture, that have ambition and determination and have the ability to shape our future.



**Cllr Peter Fleming OBE**  
Leader of the Council



**Dr Pav Ramewal**  
Chief Executive



*“The Council has made significant savings from its senior management structure in recent years. This has helped to streamline our structure and means we don’t work in silos.”*

## Dr Pav Ramewal

Chief Executive

Pav took up the position of Chief Executive in 2013 and has the responsibility of managing over 70 services, serving almost 49,000 households and approximately 118,000 people in the District.

Pav joined us in 2004 as our Corporate Resources Director, taking responsibility for council finance. As well as holding a doctorate in Managing Change through Empowerment, Pav is a chartered accountant and has a number of additional Masters qualifications.

Pav pioneered our current financial strategy, supported by a rolling 10 year budget, a first for local government. He is passionate about delivering value for money and protecting the quality of services. It is critical to Pav that the customer is at the heart of everything the Council does to ensure that Sevenoaks District remains a great place to live, work and visit.

As Head of the Paid Service, the Chief Executive works closely with elected Members to deliver their promises to the District.

## Our priorities & projects

- Working with local communities to develop a Master Vision for the redevelopment of Swanley & Hextable
- Completing a review of the Local Plan to help manage development in the District
- Maintaining our position as a financially self-sufficient Council by generating our own income to deliver services without the need for direct government funding
- Developing new car parks and a hotel in Sevenoaks District Council and further expanding our Property Investment Strategy
- Delivering a business plan for Quercus 7, our trading company
- Delivering a new Council website and developing a full range of online services
- Maintaining our reputation as a high quality employer, being one of just a handful of organisations worldwide to achieve the Platinum accreditation from Investors in People

## Chief Officers

Our five Chief Officers report to Pav and make up the Strategic Management Team



### **Lesley Bowles**

Chief Officer for Communities & Business

Lesley is responsible for economic development and property, health and housing, community development, the community plan, community safety and leisure services. Lesley is also leading the council's work to develop a new way to deliver preventative health services across West Kent, working closely with colleagues from the County Council and other West Kent authorities.



### **Jim Carrington-West**

Chief Officer Corporate Services

Jim joined the Council in 1999 and is responsible for customer services, human resources & payroll, IT services, democratic services, elections and legal services. The Head of Legal & Democratic Services, who is also the Monitoring Officer, reports to Jim and is also a member of the Strategic Management Team.



### **Richard Wilson**

Chief Officer for Environmental and Operational Services

Richard has worked for us since 1998 and is responsible for environmental health, licensing and parking and surveying services (which includes land charges and private sector housing). Richard is also responsible for our direct services team which collects our rubbish and recycling and keeps the district clean.



### **Adrian Rowbotham**

Chief Finance Officer

Adrian joined us in 2006 and is the Section 151 Officer. He is responsible for accountancy, audit, anti-fraud, benefits, business rates, council tax, risk management, strategic asset management and treasury management. Adrian, along with Lesley and Richard Wilson, are Directors of the Council's trading company, Quercus 7.



### **Richard Morris**

Chief Planning Officer

Richard joined the Council in 2013 and he is responsible for planning and housing policy and development management, this includes planning advice, applications, appeals and enforcement, conservation and arboriculture.



*"The values and culture at Sevenoaks District Council are clearly demonstrated by the leadership team" - Investors in People*

S

Strong sense of pride in our district

E

Enthusiastic and committed

V

Valuing others, valuing each other

E

Empowered to achieve

N

No blame culture

O

Open to new ideas; dedicated to developing talent

A

Ambitious with our community

K

Keep learning; keep improving

S

Sharing services; working closely with others



*"Sevenoaks is an organisation that has a strong ethos of developing its staff" - Investors in People*



**Flexible annual leave**

You'll enjoy between 22 and 30 days' holiday each year, plus any Bank Holidays. We also give you five additional days after five years service and offer the additional flexibility to buy and sell holiday each year.



**Pension**

The Local Government Pension Scheme (LGPS) is very secure. The benefits are guaranteed with no investment risk. We contribute 14.2% of your pensionable pay and, depending on your salary, you will contribute between 5.5% & 12.5% of your pensionable pay.



**Health & wellbeing benefits**

**Free and confidential employee assistance programme**

Confidential and expert advice in many areas, including family, legal, financial and consumer issues.

**Regular onsite health check appointments available**

- Blood pressure
- BMI
- Weight
- Risk of diabetes check
- Stress management tips
- Take a walk tips
- Free winter flu jabs

**Regular onsite osteopathy treatments and other complementary therapies**

A fully qualified and insured complementary therapist with 20 years' experience provides aromatherapy, reflexology, massage and reiki treatments. Treatments last approximately 20 minutes and are payable, at a reduced rate, direct to the therapist.



**Family benefits**

**Childcare vouchers**

We know how expensive childcare can be. That's why we offer the opportunity to purchase childcare vouchers. They are tax and National Insurance free so you get extra value from your pay each month.

**Special Offers**

The Council has agreed a range of discounts with many well known retailers and restaurants, as well as discounts on mobile phones, days out and travel.



**Travel cost benefits**

**Free staff car parking**

On site staff car park, free of charge to everyone.

**Cycle to work scheme**

We've partnered with Evans Cycles to help you get a new bike for a significantly reduced cost by saving on tax and National Insurance (and paying for it monthly through your salary).

**Season ticket loan**

We offer season ticket loans up to a maximum of £5,000, repayable over 12 months.

**Car loan**

You can apply for a loan up to a maximum of £10,000 to purchase a car, repayable over a maximum of 5 years at an incredibly competitive rate of interest.



*“There is excellent team working and support for colleagues within teams” - Investors in People*

## Jodie Fullagar, Print Studio Officer

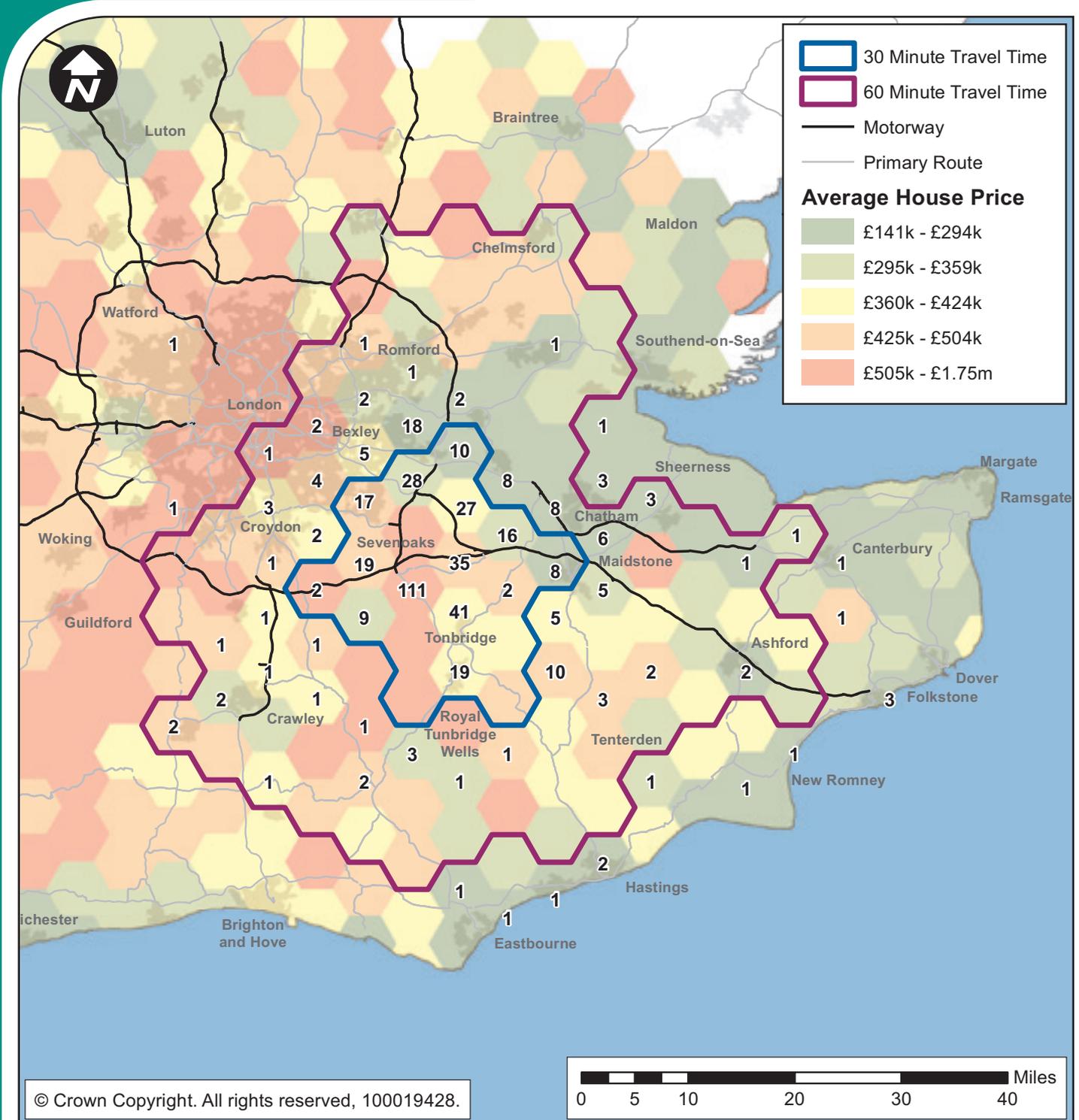


I have worked at Sevenoaks District Council for almost five years. I started straight after completing my A-levels and joined Customer Services as an apprentice and achieved a Level 2 NVQ in Customer Services. I've always been creative and I loved graphic design in school, so I jumped at the opportunity when I saw a job going in the Print Studio. I've been working in this role for almost three years. My main duties include: meeting clients to discuss their needs, designing and creating a wide variety of graphic art and promotional material and producing designs for both internal and external customers.

The Council has most definitely helped develop my career. I have been sent on several courses over the past three years, including 1-1 training. I love what I do and I feel I've grown into a confident graphic designer. I chose to work for Sevenoaks because it's near to where I live, which means no long commute to work. They also offer a good pension scheme, generous annual leave, and they provide excellent training and development opportunities, with flexible working options. It's a great place to work if you want to learn new skills and progress in your career. Colleagues are friendly and the managers always make you feel supported by going above and beyond to help.

*"It's a great place to work if you want to learn new skills and progress in your career."*

Where do SDC staff live?



The Sevenoaks District provides a great range of housing options whether you are looking to rent or buy.

Many of our staff live outside of the district. With excellent links by road and rail, it makes Sevenoaks District Council an employer that is accessible from most parts of Kent and further afield.

The Council is fortunate to have its own car park which, is free to all staff to use. The Council also supports car sharing and is a member of the cycle to work scheme.

Our map shows where our staff live and travel from.

Much of the District is surrounded by beautiful countryside, but our towns and villages have excellent transport links, good schools and vibrant local economies.

Amongst the national chain stores are thriving local businesses. There are great places to eat and drink and a wonderful range of attractions for days out with friends and family.

The Sevenoaks District has three leisure centres, a range of local sports clubs and its own theatre. So, if you have an interest in sport, film, comedy and stage, there is something for you.

## Transport

Sevenoaks mainline railway station is a short walk from the Council offices and regular trains take approximately 30 minutes to reach central London.

The M25, M20 & A21 are all within a short drive of the Council offices.

Gatwick Airport is just over a 30 minute drive and Heathrow airport is just over an hour's drive away.

## Sevenoaks town

The Council's offices are based a short stroll away from the heart of Sevenoaks town. Sevenoaks is a busy town centre with a wide variety of shops, restaurants and cafes. There is a regular weekly market, as well as a choice of supermarkets, a theatre and a cinema.

The town also has the advantage of the wonderful Knole Park, just a short walk from the door of the offices for those that like to get away from it all during their lunch break.



## Three levels of local government County, District and Parish Councils

### Kent County Council

- Education
- Health
- Highways, traffic management and street lighting
- Libraries
- Public Transport
- Recreation, Arts and Museums
- Social Services
- Strategic Planning
- Trading Standards
- Waste Disposal
- Footpaths

### Sevenoaks District Council

- Building Control
- CCTV
- Collection of Council Tax and Business Rates
- Community safety
- Community well-being
- Economic Development
- Elections & Registration of Electors
- Environmental Health
- Housing
- Housing Benefit and Council Tax Support
- Leisure
- Licensing
- Parking (on-street and off-street)
- Planning Policy & Planning Applications
- Recreation & Arts
- Street cleaning
- Waste collection and recycling

### Town & Parish Councils

- Bus shelters and public benches
- Cemeteries
- Footpaths
- Public conveniences
- Recreation, Arts and Museums
- Sports pitches



## Tim Dennington, Billing and Collections Team Manager

I started working for SDC in early 2000 as a Benefit Assessor.

I now manage a team responsible for billing 100,000 customers and collecting £250m of council tax and business rates.

After working for three years as a Benefit Assessor, I gained promotion to Local Tax Team Leader. This was a significant change for me. Although it was still the same service, it was with a completely new team of colleagues.

I was promoted to Local Tax Team Manager in 2009 and had the responsibility of managing the council tax and business rates teams. In 2011, the Revenues Team set up a partnership with Dartford Borough Council for providing Revenues and Benefits and I changed to my current role.

The Council has been outstanding in helping to develop my career since I started in 2000. I have had full support over the years and the training and development has been excellent. I have been given opportunities to develop my career, including professional qualifications and most recently a bespoke training programme specifically for existing and potential managers. I have become a trained coach at the Council and spend time with staff from other departments helping unlock their potential.

The best thing about working for the Council is being part of an organisation that provides numerous services to its customers. You are valued as an individual and there is a strong sense that everyone is working together.

If there are challenges, we overcome them, either as individuals or as a team, using our initiative and experience, having forward thinking staff and having the ability to continue to adapt to change.

The main qualities you need to do well are a passion to succeed, being enthusiastic and committed, valuing others, having integrity and being able to communicate.



*“I have become a trained coach at the council and spend time with staff from other departments helping unlock their potential.”*



*“Innovation is a value that is encouraged and appears to be embedded in the way that people work” - Investors in People*



The Council has a proud track record of being recognised by other organisations for the quality of our services.

Mike Williams, pictured left is one of our HERO Officers. HERO is a scheme which has been recognised nationally as best practice helping people to better manage their budgets, seek to return to work and avoid losing their own home.

Our CCTV Manager, Sharon Wright (pictured above) and her team have been recognised for the work they do to keep the district safe.

In 2016, we were honoured to be winners of two MJ Awards for Innovation in Finance and for Commercialism in the Property Estate. We have also been shortlisted as a finalist in the APSE Awards and the Guardian Public Service Excellence Awards. We have also been recognised for the work we do as a Dementia Friendly organisation.

The recognition we are most proud of is being one of just five organisations world wide, and the only public sector organisation, to be awarded the Platinum accreditation by Investors in People. We know the value of investing in our staff and our culture and we hope it continues to enable us to attract the very best people to work for our organisation.



**For more information:**

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**This publication is available in large print.**

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