

North Tyneside Council

Candidate pack



North
Tyneside
Council

Please note: This pack is for information only.
It does not form a part of the assessment and selection process

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A welcome from our Chief Executive

Thank you for your interest in working for North Tyneside Council, it is a joy to be introducing you to this position and inviting you to apply for a role in one of our teams.

I have worked at North Tyneside Council for 17 years and it's the job of my life. It is a chance to look after my home town and make a difference to residents, communities, and businesses in the place I live and love.

I hope this pack gives you an insight as to who we are as an organisation, outlining our vision, values and culture. North Tyneside Council truly is a great place to work, where colleagues are encouraged to be their best self, be their own individual person and are motivated in making a positive contribution to the people of North Tyneside.

I wish you luck on your application and hope to see you soon.

Paul Hanson
Chief Executive



Council structure

At the head of our Council is Dame Norma Redfearn DBE, Elected Mayor of North Tyneside who has responsibility for every service we provide. She oversees our Chief Executive, Paul Hanson, to ensure that the council is being loyal to its values and committed to its promises.

North Tyneside Council is a democratically-led organisation with an Elected Mayor and 60 Elected Members. North Tyneside Council is the only council within the Tyne and Wear area to have an Elected Mayor that has been elected by the residents of North Tyneside.

We are accountable to our residents, through our elected members. The Elected Mayor and Cabinet set the policy direction of the organisation and the senior leadership team (SLT) are responsible for turning this policy into actions and implementing this on behalf of the Elected Mayor.



Dame Norma Redfearn DBE, Elected Mayor of North Tyneside

Our directorates

Adult Services

Protects and supports vulnerable adults, including older people, those with physical and learning disabilities, mental health needs, sensory disabilities and carers.

Children's Services

Ensures that every child in the Borough is safe, happy, healthy, has opportunities and has a voice.

Public Health

Provides a range of public health services, working closely with partners such as the NHS, businesses, pharmacies, hospitals, schools, the community and voluntary sector and local people.

Regeneration and Economic Development

Provides support to local businesses and encourages inward investment. Responsible for planning, designing and delivering regeneration projects and managing town centres.

Commissioning and Asset Management

Leads on the Council's capital investment strategy across both the school and the public buildings estate. Coordinates facilities and fair access across a range of services.

Corporate Strategy and Customer Service

Manages communication and marketing, provides policy, performance and research intelligence. Delivers the Council's customer service and digital strategies. Coordinates community engagement, equality and diversity, and manages the office of the Elected Mayor and Cabinet.

Housing and Property Services

Manages all council tenancies and repairs and maintains housing assets. This includes managing rental income, sustaining and supporting tenancies, allocating and re-letting empty homes.

Environment

Includes waste management, beaches, parks, environmental protection, street cleaning, climate change, cemeteries, crematoria, sport, leisure, libraries and biodiversity.

Resources

Delivers a range of corporate services including people services and colleague experience, finance, internal audit and risk management and law and governance.

Our North Tyneside Plan

2021 TO 2025 | BUILDING A BETTER NORTH TYNESIDE



We are responsible for the people and infrastructure of North Tyneside. We have an obligation to protect and maintain high living standards for our residents and continue to make North Tyneside a desirable destination for visitors.



Our five-year plan for our Borough has five themes and aims to implement positive changes and developments to North Tyneside:

Thriving: By regenerating town centres, enhancing the job market, providing career development opportunities and educational resources, promoting our Borough to visitors, reducing the number of derelict properties, and reviewing Council purchases to maximise value for money.

Secure: By continuing to prevent and tackle anti-social behaviour, investing in road safety, continuing to support residents with their bills, tackling health and socio-economic inequalities, and providing affordable housing.

Family-friendly: By supporting local schools to provide high quality education, offering outstanding events and facilities for families in the Borough, and ensuring all children are given the best start in life.

Caring: By providing care and support to our residents, improving the work conditions of care workers, protecting the vulnerable, and supporting community groups.

Green: By increasing recycling, cracking down on littering, funding the installation of low-carbon heating, encouraging environmentally friendly travel, and seeking national investment to make our Borough carbon net-zero by 2030.

Our values

Our four values:



We listen



We care



We are ambitious



We are good value for money

With over 3,500 employees, it is our obligation to protect and maintain high living standards for our residents and continue to make North Tyneside a desirable destination for visitors, and a safe place for people to live. Over 50% of our employees are local to the Borough and have invested their lives into the area. Everything we do here at North Tyneside Council impacts our neighbours, family, and community.

On a daily basis, our colleagues contribute to a wide spectrum of exciting projects, each with their own individual impact on the wider community.

For the public, we are here to make life easier, from registering a birth to providing support for older people, and everything that happens inbetween our Council has dedicated teams to support customers through this.

With over 220,000 residents living in North Tyneside, it is our duty to represent the community in the decisions that we make and we work closely with our councillors to put this into practice. We always strive to be good value for money and are careful and considerate.

A great place to work

We offer a comprehensive benefits package:

- A generous annual leave allowance starting at 25 days and going up to 36 days depending on grade and length of service, with the opportunity to purchase additional leave.
- Local Government Pension Scheme
- Inclusive family leave
- Occupational Health and Employee Assistance Programme access

What else can North Tyneside Council offer?

- Car lease scheme
- Cycle to work scheme
- Discounted public transport
- Access to Staff Networking groups
- A wide range of learning and development opportunities
- Flexible working, with access to work/life balance policies
- Discounted access to leisure centres
- Credit Union saving scheme
- Spreading the cost of Professional Memberships
- Attractive policies for employees



Equality, diversity and inclusion

At North Tyneside Council we passionately believe in equality, diversity and inclusion. We match this passion with action to ensure that our colleagues always feel like they belong here, and we recognise that everyone will come to us from different backgrounds and with a range of different experiences which we embrace.

We will not tolerate discrimination, bullying, harassment, victimisation or negative stereotyping. Our aim is to build an environment where you feel a sense of belonging and confidently have a voice, whatever your job or your grade.

We are committed to being an organisation in which fairness and inclusion are central to everything we do. At North Tyneside Council we want you to work in a friendly, respectful and welcoming environment, that is free from discrimination regardless of age, disability, gender identity, marriage and civil partnership status, pregnancy and maternity, race, religion or belief, sex, sexual orientation, social background, trade union activity, caring responsibilities or working pattern.

We have many active Staff Network groups, including the Disability, Long Term Health Condition, and Carers Network, Ethnic Diversity Network, Gender Equity Network and Pride Network. These networking groups are run by colleagues who want to make a positive change, and are supported by our ED&I team and senior leadership champions, with all colleagues encouraged to take an active part in the development of our organisation.

You can read more about our equality, diversity and inclusion policy [here](#).



How we can help you



It's important to us that our colleagues reflect the Borough in which they operate in. Which means we want to remove any barriers for people applying to join us.

We are proud to be a **Disability Confident employer**, and therefore if you have a disability, health condition, and/or are neurodiverse, or there are other reasons why you'd benefit from an adjustment at any stage of the assessment process, please just ask or look out for the '**Guaranteed Interview Scheme**' tick-box as part of your application.

We are committed to making **reasonable adjustments** wherever possible, to ensure that people with a disability can participate in the recruitment and selection process and work comfortably in their day-to-day role.

Reasonable adjustments could include:

- Providing the application documents in a different format
- Accessing a Hearing loop
- Allowing extra time during interview
- Ensuring that information is provided in an accessible format
- Ensuring your interview environment is accessible
- Enabling captions on video calls
- Providing training or additional guidance

We want you to be your best self and your own individual person. We will do everything we can to support you.



How we can help you

Our **Guaranteed Interview scheme** ensures that candidates who provide evidence of meeting the minimum requirements necessary for the post, as set out in this Job Description will be interviewed. This scheme is available to those who identify as the following:

- Having a disability, health condition, and/or are neurodiverse
- Those who have, or are currently serving in the Armed Forces

We have a dedicated **Employment and Skills** team who work within our community and across a range of venues. They work closely with Jobcentre Plus and can provide guidance and support when applying for roles, creating CVs and give candidates the additional support they might need.

The **health and wellbeing** of our colleagues is top of our priority list and all new starters are required to undergo a pre-employment occupational health assessment, to ensure you have all the equipment and support available to give you a comfortable start to your career here with us.



Things you should know

If invited for interview, you will be asked to bring in Right to Work documents

Under the Immigration, Asylum and Nationality Act 2006 we are required to check your right to work in the UK status. Please bring with you your documentary evidence of this. We will also use this information to confirm your nationality and identity.

A typical acceptable document would be a passport showing the holder is a British citizen, or a citizen of the UK and Colonies who has the right of abode in the UK.

Depending on the level of checks needed for the role, you may need to provide at least three documents so we can evidence your identity, nationality, permanent address, and date of birth. These documents could be:

- Current British passport or driving license
- Birth certificate
- Utility bill
- A financial statement, such as bank or mortgage, that is dated within the last three months
- If you have changed your name, you will also need to provide proof of this change, such as a marriage certificate

If the criteria asks for a professional qualification or registration, we will need you to bring the original original document with you to the interview.

Professional references are required for all of our roles and you will be asked to provide details of these at application. Please be assured we will not contact your referees until after appointment and not without your permission to do so.

We passionately believe in equality, diversity and inclusion and collecting data of our candidates is important to help us understand areas where we could improve. A confidential Diversity Monitoring Form will be sent to you for completion during the application process. All monitoring data will be treated in the strictest confidence and will not affect your application in any way. The completion of the Diversity Monitoring Form is mandatory but includes the option 'prefer not to say'. If a form has not been completed, your application will not be considered by the selection panel.

How to find us at Quadrant

Address: North Tyneside Council, Quadrant, The Silverlink North, Cobalt Business Park, North Tyneside, NE27 0BY

Reception contact number: 0345 200 0101

By Metro: 20-minute walk from Northumberland Park Metro station, on the yellow Metro line.

By bus: Accessible on various routes around North Tyneside. Routes also from Newcastle and Northumberland.

Free on-site parking: Spaces for public use.

Accessibility: Blue badge parking bays, wheelchair friendly, hearing assistance system.



How to find us at Killingworth

Address: Block A, The Killingworth Site, Station Road, Killingworth, NE12 6QQ

Reception contact number: 0345 200 0101

By Metro: 42-minute walk from Benton Metro station, on the yellow Metro line.

By bus: Accessible on various routes around North Tyneside. Routes also from Newcastle and Northumberland.

Free on-site parking: Spaces for public use.

Accessibility: Blue badge parking bays, wheelchair friendly, hearing assistance system.



Contact us

Recruitment enquiries

HR.Recruitment&Safeguarding@northtyneside.gov.uk

Employment support www.skillsnorthtyneside.org.uk

Vacancies www.northeastjobs.org.uk



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