



**MANCHESTER  
CITY COUNCIL**

**GRADUATE TRAINEE  
PROGRAMME  
2015 - 2017**

**Graduate Human Resources Trainee  
(2 posts)**

**Ref: NB50935914/11**

**Vacancy Information**

**Application Closing Date:  
Monday 6 July 2015 at 5pm**

Thank you for your interest in the Manchester City Council Graduate Trainee Programme.

This recruitment pack gives details of the graduate programme and the recruitment process. Stage 1 of the selection process will be based on your application and multimedia CV.

I strongly advise you to read through this document and the recruitment pack before completing the on-line application form which can be found at the following e-Recruitment address:

[www.manchester.gov.uk/jobs](http://www.manchester.gov.uk/jobs)

Please note that the scheme is open to graduates who have **achieved a minimum or predicted 2:1 degree, or merit at Masters Level and applicants must live within the Manchester City Council boundary or currently studying at a Manchester University (including 2015 completers)**. If you have a degree from a college or university outside Manchester your permanent home address must be within the City Council boundary.

Please give address and telephone number where you can be contacted at any time. Due to the high volume of applications that we are likely to receive, I regret that we are unable to acknowledge receipt of application forms or to inform unsuccessful candidates. If you have not heard by 15 August you can assume you were not successful.

I hope you will find this pack sufficiently informative in deciding whether you are the right person for this challenging traineeship.

We look forward to hearing from you.

## **WORKING FOR MANCHESTER**

### **Graduate Trainee Programme**

Our Graduate Trainee Programme provides a unique development opportunity for high calibre graduates wishing to pursue a career with a dynamic, exciting and socially responsible employer.

The scheme provides a rich experience; based around placements that will engage you in work that is core to the council's priorities.

Our wide range of services and the speed of change in local government mean that we need high calibre graduates who will thrive in a challenging and fast-paced environment. The Graduate Trainee Programme wants applications from graduates who can work effectively in complex and diverse situations, work in partnership with people at all levels from a variety of disciplines, aspires to become a future manager, is prepared to challenge the status quo to bring about change, is prepared to learn and share knowledge and experiences, has resilience and shows dedication to our aim of making Manchester a great place to live, work and visit.

We are looking for future managerial leaders, so we want graduates who are adaptable, resourceful and passionate about making a difference and have the right attitudes and beliefs for a rewarding career in local government.

#### **Purpose of the Graduate Trainee Programme**

- To attract high performance, enthusiastic graduates who have the skills needed to succeed in senior management at Manchester City Council.
- To offer a series of placements and projects, along with a learning and development programme with national and locally delivered elements that will provide a grounding in key aspects of local government.
- To encourage graduates to make a long-term commitment to working for Manchester City Council.

#### **Salary**

We offer a salary of £23,698 – this salary is for the duration of your 2 years on the programme (subject to any pay awards given during that period).

#### **Education / Qualification**

Please see Role Profile which will explain the post graduate qualification you will be following.

#### **Training and Development**

Over the two years of the programme you will be supported to take part in a range of Learning and Development opportunities which will contribute to meeting the needs of the authority, our local community and the region.

### **Post-Training Commitment**

If you successfully complete the two-year programme, you will be offered a permanent post. Should you reach this point, your initial contract will require that you accept any reasonable offer of a permanent post and remain in the Council's employment for a further two years.

Also following the successful completion of the 2 year programme you may have the potential to be assessed for our Fast Track Leadership Programme. (subject to the operation of the scheme at that time)

**Thank you for replying to our recent advertisement.**

### **Returning your application form**

- The closing date for submitting on-line applications is **Monday 6 July 2015 at 5pm. Please note that we will not accept applications that are submitted late.**
- You may find it useful to keep a copy of your submission as you may want to refer to it if you are invited for interview.



# MANCHESTER CITY COUNCIL

## Manchester City Council Role Profile

### **Graduate Human Resources Trainee Grade 6 £26,698 Human Resources and Organisational Development Reports to: Head of Workforce Strategy**

#### **Key Role Descriptors:**

The Human Resources Graduate trainee will undertake a series of work placements within Human Resources and Organisational Development. Graduates will be supported through a programme of structured work experience and will contribute to the delivery of a full range of management activities. These activities will be structured to support future career development as a HROD professional. As part of the graduate programme they will be supported to undertake studies to gain Graduate Membership of the Chartered Institute of Personnel and Development (CIPD).

The role holder will be supported to take part in a range of local and national training and development opportunities which will contribute to meeting the needs of the directorate, the priorities of the local authority and the local communities it serves.

The role holder will work collaboratively with the Directorate Management Teams, Strategic Business Partners, Trade Unions and other key stakeholders to understand service needs at both a strategic and operational level.

#### **Key Role Accountabilities:**

Develop close working relationships with senior managers within Directorates and support the development of improved business processes, policies and strategies to support improved performance.

Work within a structured project management environment to deliver work programmes and project objectives, on time, to the required standards of quality and within budget and meet other key performance criteria.

Support the delivery and implementation of a range of complex elements of work packages, resolving day-to-day issues, escalating them where necessary.

Develop and maintain understanding of relevant directorate priorities and ways of working including legislation, regulatory framework and guidance.

Research and assist in the provision of solution options to complex problems,

in order to drive timely decision-making and delivery.

Investigate and report best practice methodologies in order to inform and deliver successful outcomes for work and programme objectives.

Support and maintain performance management frameworks relevant to projects and accountabilities, regularly monitoring, updating and reporting on progress to ensure successful outcomes are achieved.

Effectively monitor and evaluate performance and service delivery, identify opportunities for service improvement.

Effectively assess long and short-term impacts of change and policy proposals and use evidence to test and challenge assumptions.

Ensure that organisational learning arising from performance review leads to improved service delivery and is entrenched in appropriate strategies, policies and processes.

Have a personal commitment to continuous self development and personal improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

## Graduate HR Trainee – Key Competencies and Technical Requirements

### Generic Behaviours : General

- Please see attached

### Generic Skills

- **Communication:** Ability to negotiate difficult agreements with wide impact; ability to influence or persuade internal or external stakeholders. Speaks fluently, expresses opinions, information and key points of an argument clearly, makes presentations and undertakes public speaking with skill and confidence. Writes convincingly and clearly, succinctly and correctly, avoids the unnecessary use of jargon or complicated language; writes in a well structured and logical way and structures information to meet the needs and understanding of the intended audience.
- **Analytical Skills:** Application of strong analytical reasoning skills and intellectual focus, taking in the wider external and internal environments and proactively thinks through problems rather than reactively following a procedure-driven approach
- **Planning and Organising:** Ability to organise own time effectively, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.
- **Problem Solving and Decision Making:** Strong decision making skills and the ability to resolve issues in a pressurised environment. Continually performs at a high level demonstrating commitment to achieve desired results. Prepared to challenge the status quo to bring about improvements.
- **Creative Skills:** Ability to find creative solutions where there are no existing parameters or procedural framework.
- **Strategic Thinking:** Ability to contribute to the development, implementation and evaluation of strategy to shape future plans.
- **Commercial Awareness:** demonstrates business intelligence and ability to understand and evaluate all options for optimum service delivery, identify risks and plans to mitigate, to promote entrepreneurial approaches and ensure value for money in all transactions.
- **ICT Skills:** Ability to use multiple applications, systems and associated software packages.

### Technical requirements (Role Specific)

- Graduates should have achieved a 2.1 degree or merit at masters level in any discipline or be currently studying at a Manchester University (or 2015 completer).
- Be a Manchester Resident (Occupier pays Council Tax to Manchester City Council).

- Have a flexible approach to working in order to meet the needs of the service and working at different work locations.
- Willing to attend a variety of learning and development activities and residential modules and work towards gaining required accredited qualifications.



## **The HROD Service**

The HR/OD Service forms part of the Corporate Core Directorate. Together with the Communications Service and Reform and Innovation Team the service is led by the Strategic Director (Reform).

HR/OD is responsible for:

- Providing support to Directorates to ensure the right people, skills and structures are in place to deliver on their priorities
- Keeping the organisation as an employer safe by managing risk and ensuring compliance with legislation and policy
- Driving the development and delivery of corporate workforce and equality priorities and strategies including *m people* and ensuring effective strategic workforce planning at an organisational level

Thee **HROD Directorate Leads** who provide focused support to Directorates:

- Providing a key point of contact for Senior Managers for strategic HROD issues
- Working to support the Strategic Business Partner as part of a virtual team of Directorate support leads
- Working with the broader HROD service to align capacity to Directorate priorities
- Leading cross cutting HROD projects
- Providing specialist HROD advice and guidance

The **Workforce Change Team** which works with managers to drive workforce change. The team provide expert advice and guidance to support managers in the design, development, delivery and population of new service models aligned to the organisational design principles, pay policy and *m people* principles.

The **Resourcing Team** which brings together the core elements of the HROD Service related to supporting internal movement and agency resourcing:

- Supporting *m people* movement through role matching
- Managing the Council's Agency Framework and coordinate the provision of agency resources where agreed
- Providing oversight and strategic support to corporate resourcing processes
- Managing and supporting recruitment to senior leadership roles
- Providing key management information on internal resourcing to drive performance and improvement, including employee costs and liabilities

The **Workforce Development Team** which provides specialist expertise and support in the creation and delivery of corporate and directorate workforce development strategies, ensuring the workforce has the skills it needs to deliver.

- Developing and coordinate recruitment strategies that support succession planning and the worklessness agenda (inc. apprenticeships, graduate recruitment, work placements)

- Commissioning and managing corporate training activity
- Supporting Directorate workforce development priorities by providing specialist advice and guidance
- Maximising opportunities for external partnerships and collaborations to support the effective and efficient development of a workforce aligned to the needs of the City

The **Strategic Workforce Planning Team** which develops tools, intelligence and interventions which support managers in ensuring the required skills and capacity are in place and opportunities for innovation are taken advantage of:

- Developing and overseeing corporate workforce strategies and approaches including the ***m people*** Agreement, People Strategy, Communications and Engagement, Pay Policy, Organisational Design Principles and Reward and Recognition
- Developing and managing corporate projects to support Strategic Workforce Planning including: ***mi people***, career pathways, job families and succession planning
- Developing and analysing intelligence to identify issues and influence the direction of strategic workforce plans
- Developing and delivering innovative frameworks and tools for workforce planning
- Providing oversight to the development and Quality Assurance of ***m people***

The **Service Delivery Team** which provides specialist expertise and guidance to managers in managing complex employment issues.

- Advising and guiding managers on a range of casework including MOA, disciplinary, dignity at work and capability: where this goes beyond what is available within policies and guidance
- Taking proactive steps to address key areas of risk and issue identified through an analysis of the above cases
- Advising case documentation
- Supporting complex employment changes e.g. TUPE and Contract Changes

The **Employee Relations Team** which protects the organisation's interests as an employer and drive effective working with the Trade Unions.

- Providing and communicating the framework and policies to manage people
- Providing and maintaining intranet guidance on HR policies, procedures and processes
- Attending the Employee Appeals Committee to support panel members hearings
- Managing the TU interface on behalf of MCC
- Consulting and negotiating with TU on Corporate matters

**The Employee Relations Team (Schools)** manages the relationship between the Council and Manchester's schools on behalf of the Director of Education and Skills and delivers schools job evaluation.

**The Employee Health and Wellbeing Lead** leads on driving forward the objectives of the Employee Health and Wellbeing Strategy and managing the commissioned Occupational Health function.

**The equalities team** works across the Council and with partners to ensure the organisation delivers inclusive services, which meet the needs of our diverse communities and celebrates and promotes this diversity in its work. Our goal is to ensure that equality and valuing diversity is reinforced by our values and embedded in our day to day working practice.

# Manchester City Council Behaviour Framework

## Demonstrating Resilience

### **General:**

- ✓ Works hard, demonstrating persistence and determination
- ✓ Spends the majority of their time doing the most important things, not the easy things
- ✓ Overcomes obstacles and challenges to ensure the best possible results
- ✓ Shows resilience and adapts to changing circumstances
- ✓ Is open to feedback and willing to act on it

### **Manager:**

- ✓ Remains constructive and calm, even when the pressure is on
- ✓ Handles resistance to change sensitively but with purpose, promoting a flexible approach
- ✓ Follows through on commitments made and sticks with a problem or issue until it is resolved

### **Leader:**

- ✓ Finds the best path through conflicting pressures and competing demands, while always keeping their eye on the goal
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## Working Together

### **General:**

- ✓ Shows commitment to diversity and inclusion
- ✓ Regularly involves other services to resolve issues
- ✓ Appreciates the contributions of others and shows respect and consideration for their needs
- ✓ Shares own knowledge and experience with others
- ✓ Invests time in building relationships with the public, colleagues and service users

### **Manager:**

- ✓ Personally builds effective relationships with colleagues or partners outside their own area to improve organisational performance and service quality
- ✓ Builds support and consensus around decisions they make and effectively manages the expectations of different parties to achieve 'win win' where possible
- ✓ Supports collective decisions made, even if their personal view differs

### **Leader:**

- ✓ Has influence across and outside the council
  - ✓ Pro-actively targets key stakeholders and influencers and builds effective relationships with them
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## **Personal Responsibility**

### **General:**

- ✓ Contributes fully to providing the best service possible
- ✓ Offers constructive feedback so that others can develop and improve
- ✓ Does what they say they will, when they say they will
- ✓ Takes personal responsibility for making things work well
- ✓ Takes the time to work out their own solutions rather than relying on others
- ✓ Ensures the cause of a problem is addressed, not just the symptoms

### **Manager:**

- ✓ Owns their mistakes and learns from them
- ✓ Demonstrates consistency between words and actions
- ✓ Is realistic about what can be delivered and when
- ✓ Measures and monitors to ensure they are on top of results and takes ultimate responsibility for ensuring outcomes and targets are met
- ✓ Acknowledges when conflicts arise and resolves effectively
- ✓ Gives feedback to recognise good performance
- ✓ Tackles poor performance in an appropriate, consistent and timely way
- ✓ Shows integrity, creates rapport, trust and confidence

### **Leader:**

- ✓ Accurately sets the appropriate pace of change and tackles the things that are slowing progress in their service or the organisation
- ✓ Takes effective corrective steps if the organisation is off track
- ✓ Makes accurate and effective decisions in a timely way in a variety of contexts.
- ✓ Understands the implications of decisions on value for money, efficiencies and benefits.
- ✓ Takes ownership, accountability and responsibility for making the right decisions for the business

## **Positively Aspiring**

### **General:**

- ✓ Goes above and beyond the agreed high standards and expectations
- ✓ Looks for and suggests better ways of doing things
- ✓ Talks about and promotes the City's strengths and success stories with passion and commitment

### **Manager:**

- ✓ Ensures that team members network effectively across and beyond the organisation
- ✓ Provides and supports opportunities for staff to develop new skills
- ✓ Talks about and promotes our strengths and success stories with passion and commitment
- ✓ Shows commitment to diversity and inclusion
- ✓ Recognises where change is needed and makes it happen

- ✓ Drives change by persuading and influencing others and coaches others to take responsibility for change

**Leader:**

- ✓ Inspires people with their vision for the future of the City, the Council and its services
- ✓ Ensures that others recognise how they can play their part in achieving the vision
- ✓ Communicates the vision in a way that convinces and inspires
- ✓ Acts as a strong and credible voice for Manchester
- ✓ Strong commercial acumen including understanding business needs, commercial opportunities and new technology developments
- ✓ Talks about and promotes our strengths and success stories with passion and commitment
- ✓ Shows commitment to diversity and inclusion
- ✓ Delivers outcomes which balance political and organisational aspirations
- ✓ Can talk about all that we do in Manchester not just their part of it