

The City of Manchester

Manchester is the largest and fastest growing economy outside London with a proud tradition of entrepreneurship, creativity and innovation. The city has transformed itself into one of Europe's most dynamic and exciting cities in which to live and work, boasting an increasingly diverse economy.

Manchester is the regional centre for finance, commerce and retail. [World-class transport links](#) combine with an abundance of property offerings, making Manchester one of best cities in Europe in which to do business.

Manchester is an ambitious city and is continuing to develop itself as a centre of national and international significance, through unique strategic regeneration frameworks, city-wide redevelopment continues at a fast pace spanning commercial, residential and recreational offerings.

Whether you are interested in music and the performing arts, sport and leisure, or tourism and heritage, Manchester has something on offer for everybody. The city region is, and always has been, a great place for living life to the full.

There really is something to suit every lifestyle in Manchester. World-class architecture and international attractions make Manchester one of the most visited cities in the UK and having more than 100,000 students gives the city a cosmopolitan and vibrant edge.

Manchester was named by The Economist Intelligence Unit in 2013 among the world's 50 most liveable cities ahead of London, New York and Rome. A key reason for Manchester's continued popularity is the amount of public and private sector investment that has transformed the area in the last twenty years.

In spite of its qualities and popularity, Manchester is a cost-effective location, something that is reflected across the board from [housing costs](#) to leisure and entertainment. You get much more for your money in Manchester, an important factor in recruiting and attracting people to work here.

Famous for its numerous concert and live music venues, along with the UK's best repertory theatre scene outside of London, Manchester is a regional centre for music and the performing arts.

Music

Manchester has something on offer for every kind of music fan. The variety of concert venues range from the [Manchester Arena](#) (Europe's busiest indoor concert venue), the City of Manchester Stadium, Manchester Central to more intimate venues such as the Manchester Apollo and Night and Day.

There is also a vast range of classical concerts to choose from, from the [Hallé Orchestra](#) based at the architecturally stunning [Bridgewater Hall](#), the [Manchester Camerata](#) at the [Royal Northern College of Music](#) and the [BBC's Philharmonic Orchestra](#).

The Performing Arts

Manchester is home to no fewer than thirteen [theatres](#), creating the UK's best repertory theatre scene outside London. Top touring companies come from far and wide to perform at Manchester's wide range of venues, including the [Royal Exchange Theatre](#), [Manchester Opera House](#) and the [Palace Theatre](#).

Sports and Leisure

Manchester is synonymous with sport. Ranked 5th in the world in the 2012 Ultimate Sport City index, it's no wonder that three Premiership football clubs are based here.

If you fancy participating, there are lots of annual active events like the BUPA Great Manchester Run, or urban family cycling event Skyride.

Adventurous sport enthusiasts can take advantage of the adrenalin pumping jumps at the indoor BMX Centre or climb to dizzy heights in Manchester Climbing Centre.

Sportscity has successfully developed world class sports and events venues that provide facilities for elite and professional athletes as well as developing a strong community programme. It is now the chosen venue for over 400 events each year and receives over 4,500,000 visits annually. It was developed for the 2002 Commonwealth Games and the 48,000 seat City of Manchester Stadium is now home to Manchester City Football Club. The site also features the National Squash Centre, the 6,500 seat Manchester Regional Arena, English Institute of Sport, Manchester Velodrome and the Tennis Centre as well as a state-of-the-art-gymnasium.

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 7500 individuals work for the Council in a wide variety of occupations, including social workers, building surveyors, catering assistants, HRD specialists, policy officers, solicitors, finance officers, researchers, Customer Services Officers and Benefits Officers and ICT analysts. Our staff work across Manchester's diverse neighbourhoods and communities in libraries, children's homes and parks as well as the iconic Manchester Town Hall many other locations. 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 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. 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. As an employee you can make a difference.

Our Corporate Values

Manchester City Council's values - People, Pride and Place - embody how we work and the organisational culture we are striving to create. Our values determine how we lead our organisation and how we interact with our key partners – they are an integral part of everything we do.

As a responsible employer, we believe that the long-term future of the Council and the City is best served by respecting the interests of all our stakeholders: employees, the residents of Manchester, its businesses and visitors and the many partners who all work together to help us to achieve our mission to become a World Class City.

People

Every day I go further to make a difference to the lives of Manchester people. I treat colleagues, partners and customers with the respect they deserve and believe only our best is good enough.

What does valuing People. really mean?

People make Manchester great. By building trust among colleagues, partners and customers we can be open and honest with one another. For this to be successful, we must show respect and consideration for the needs of others, and make sure that we do what we say we will, when we say we will. Being open to feedback and willingly acting on it is key to building these relationships.

This will be done by working hard to resolve any issues we encounter, readily sharing knowledge and experiences with one another and contributing across all areas and teams to provide the best possible service every time. And we should always finish what we start.

The relationships we develop with our colleagues are key to making all of this work and to ensuring we continue to develop and improve. We need to invest time in building these relationships, and delegate and share work with others where it will benefit their learning and development. And wherever possible, volunteer to support others when the going gets tough.

Pride

We are proud of the role we play in making Manchester a success. We accept the responsibility invested in us and rise to meet the challenges we need to overcome.

What does valuing Pride really mean?

To go above and beyond people's expectations to overcome obstacles and challenges. All staff will continue to develop their



own skills and knowledge and demonstrate persistence and determination to achieve the best possible results.

Staff should take responsibility for making things work well, and will promote and share good practice across all areas of the Council. Staff will manage our priorities and our resources responsibly, to ensure we achieve the best possible outcomes.

We are proud of Manchester. We will speak with passion and commitment about the success of the city and will take appropriate action to ensure things that give a negative impression of Manchester are highlighted and dealt with.

Place

We celebrate all things Manchester and strive to make our streets, neighbourhoods and city an even greater place to live, work and visit.

What does valuing place really mean?

Taking the time to understand what our customers want and need and ask questions to ensure we address the causes of problems, not just the symptoms. This means taking the time to understand Manchester as a whole - the neighbourhoods, wards and communities, and focus on meeting their needs.

Being alert to what's going on in our city and its neighbourhoods. This is focusing on the important things, not the easy things, and taking the time to keep our customers informed about what is happening.

Always looking for better ways of doing things and will take the time to work out our own solutions, rather than relying on others. We will be flexible in the way we work, adapting to different needs and situations, and always showing a willingness to make changes and improve.



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:

- Childcare vouchers
- Job share/flexible working (where possible)
- A contributory pension scheme
- A volunteer scheme to improve the local community
- Aids and adaptations for disabled employees
- Corporate Awards for Excellence
- Reward and Recognition schemes
- Mcr plus card and employee discount scheme
- Opportunities for training and personal development

- Interest-free public transport season ticket loan
- Interest-free bike loan
- 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.

DIVERSITY & EQUALITY

At Manchester City Council we employ circa 7000 people with a wide variety of backgrounds, experience and skills.

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.

Having A Voice

It is important to us that our employees feel they have a voice, and that they have an opportunity to engage with us as an employer. We therefore fully support schemes and networks which ensure that the opinions of our employees are heard. As well as representation from active trade unions, we support the formation of Council-wide equality staff groups which represent the views and contributions of employees identifying with the protected characteristics identified by the Equality Act 2010. The purpose of equality staff groups is to:

- Support the Council's continuous improvement through the development and where appropriate, the implementation of workplace and service improvements, pertaining to each group's protected characteristic;
- Provide peer support to group members and across other equality staff groups;
- Develop group members' knowledge and understanding of equality issues, and enhance their skills and competencies through engagement in equality staff group activity

Equality staff groups express their voices by developing work-plans that demonstrate a strategic alignment to broader Council and city objectives. This ensures that groups'

objectives and activities are mainstreamed within the Council's core business, and do not exist in isolation. The groups ensure that they properly represent employees' voices by facilitating two types of meeting:

- Full Group meetings (including an AGM) open to all staff who identify with the characteristics being represented by each group, and;
- Core Group meetings open to 12 elected employees (including the Chair) who identify with the characteristics being represented by each group

Full group meetings take place four times a year inside and outside of normal working time and at locations across the city to facilitate attendance. These meetings give the wider workforce the opportunity to inform and influence the work-plans of the Core Groups. The frequency of Core Groups' meetings reflects their work programmes, to a maximum of 12 meetings per year.

Equality staff groups report to and are accountable to the Workforce Equality Strategy Group (WESG), chaired by Geoff Little, Deputy Chief Executive – Performance. The WESG is attended by each nominated staff group chair and representatives of SMT / DMT as appropriate. The purpose of the group is:

- to monitor and measure progress against work programmes individually and cumulatively;
- identify cross-cutting equality issues and the scope for joined up working;
- gap analysis of the equality issues being addressed, and;
- financial / resource management

This sequence of meetings ensures that we are able to capture, convey, hear and respond to the views, needs and opinions being voiced by our workforce. It is a valuable engagement model that benefits us as an organisation and as a workforce.