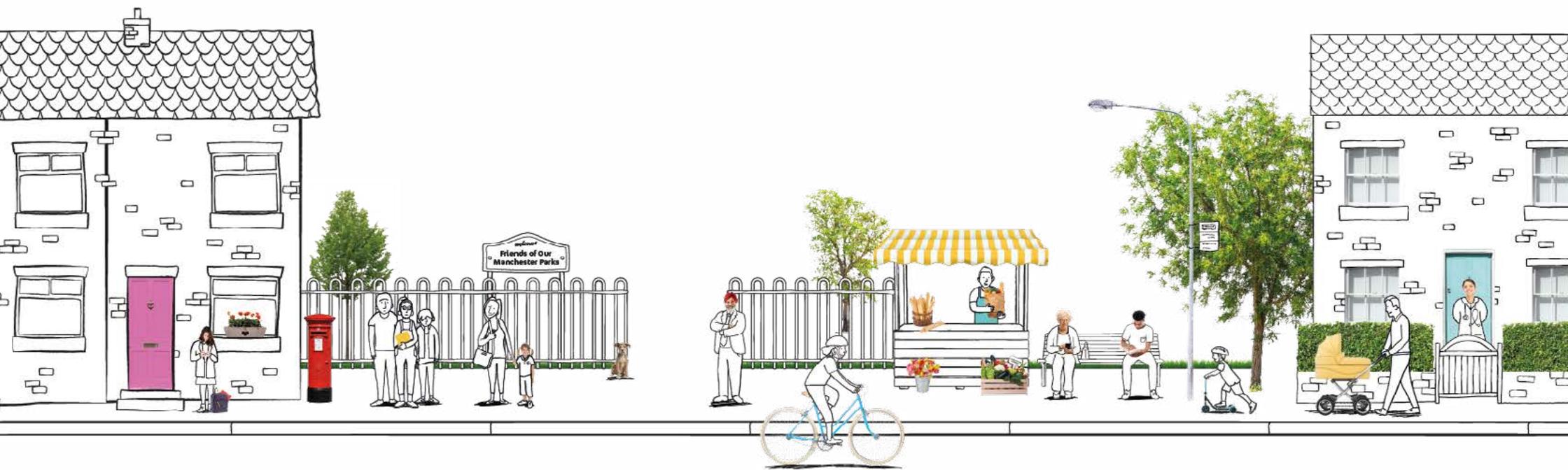


Working for Manchester City Council



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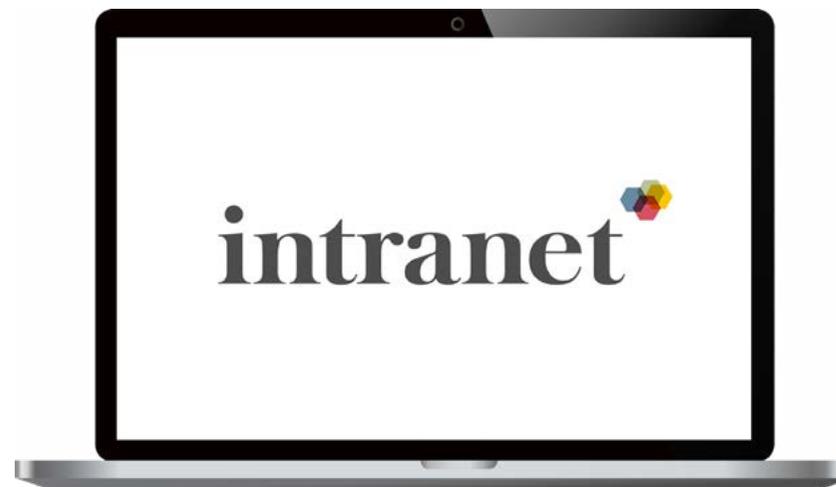
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Your guide to working with us

Welcome to Manchester City Council. We are looking forward to you getting started. This guide has been created to give you an insight into what to expect and help you settle in well.

What you will find included:

- A welcome from our Chief Executive, Tom Stannard, and an overview of the Senior Management Team (SMT)
- An introduction to the Our Manchester Strategy and Our Corporate Plan, which set out the priorities for the city and the Council
- An overview of our culture and behaviours, including the way we work and our commitment to equality, diversity and inclusion
- How we'll help you grow through our learning and development programmes
- Details of key employee benefits, such as leave, opportunities and discounts
- Pensions, pay and trade union information
- How we listen, learn and respond to our workforce, and recognise the contributions you make
- Our health and wellbeing offer will help you be your best.



Every Manchester City Council employee has access to our fantastic intranet. It's a dedicated staff website you can access anywhere, anytime and from any device. We will send you your log-in details when you start, then you can explore the intranet for more employee information and interact with colleagues.

A Warm Welcome from your Chief Executive, Tom Stannard

Welcome to Manchester City Council!

As your Chief Executive, I am thrilled to extend a heartfelt welcome to you. Joining our team in this vibrant city offers you the opportunity to explore innovative and exciting ways of working to make a difference for our residents. Regardless of your role, you are playing a crucial part in our mission to enhance the quality of life for everyone in our diverse neighbourhoods.

In your new role, you'll dive into the Our Manchester Strategy 2025 – 2035, discovering how each of us contributes to our shared vision for the city. Together, we tackle challenges and strive to achieve the ambitious goals residents have told us they have for the future of Manchester.

At Manchester City Council we have a deep commitment to equality, diversity, and inclusion. This is deeply important to me personally, and I want to make sure it's at the heart of everything we do. Across all parts of the Council, we are passionate about ensuring that everyone has access to the support they need, along with the tools

and resources to grow and succeed.

Within this booklet, you'll find valuable information about the Council, our ways of working, and how you can make a meaningful impact. You'll also learn about the benefits of working with us, including how we recognise and celebrate our achievements, and the advantages you can enjoy for your dedication to our city and its people.

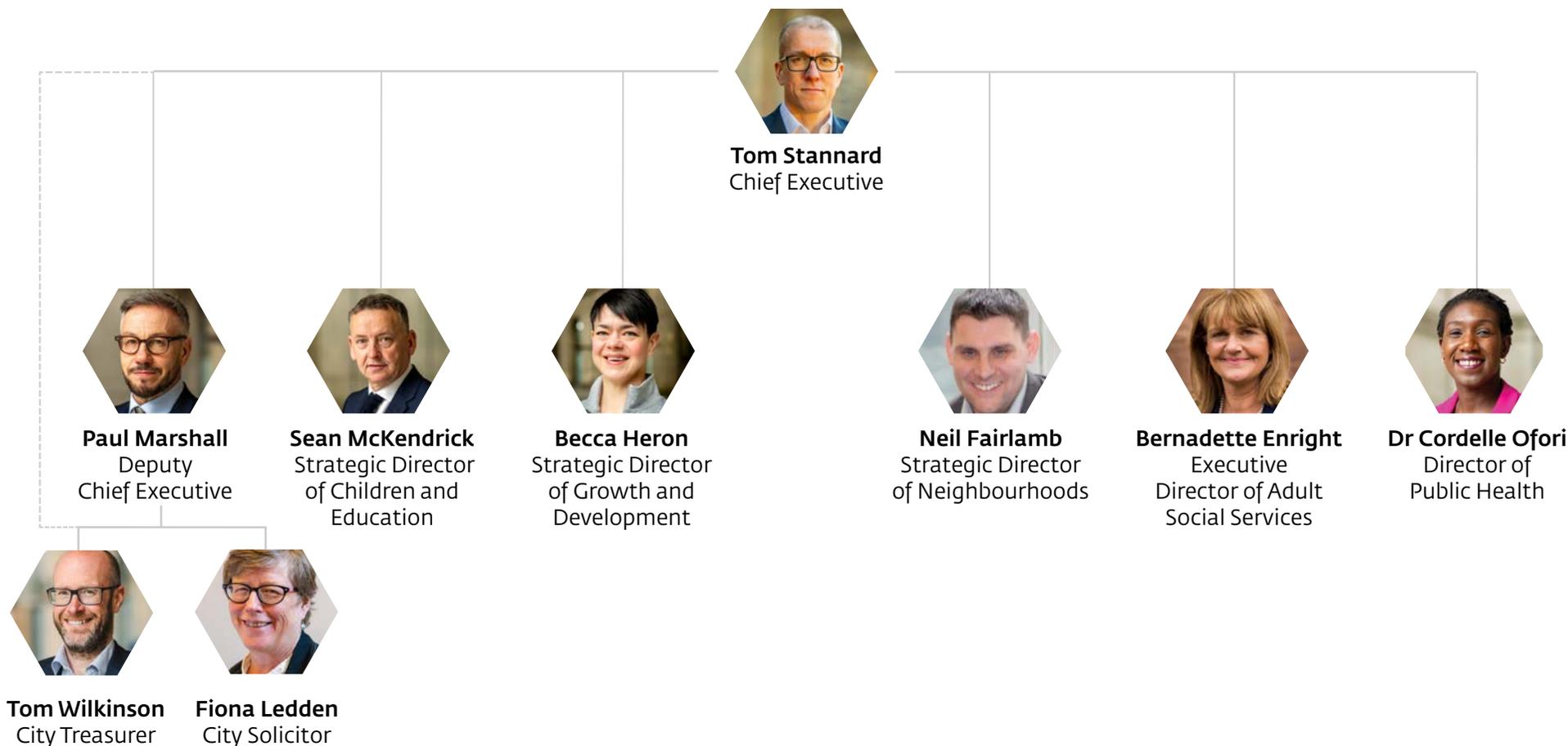
I look forward to meeting you soon and am excited about the journey ahead of you. Please do not hesitate to reach out to me at any time. I'd love to connect and hear about your experiences.

Welcome aboard!

Tom



The Senior Leadership Team



The Senior Management Team are responsible for the strategic and operational matters relating to the Council, as well as matters affecting the whole city, the region and the country. The decisions they make involve complex policies, budgets and finance, as well as how services are delivered. Each strategic manager is responsible for a specific area of work and leads a directorate. Within each directorate is a part of the Council's services needed to deliver our responsibilities to our residents, communities and the city. Your manager will explain which directorate your service belongs to.

Our Manchester

The Our Manchester Strategy sets out the future Manchester that our whole city is building together – and the Council has a huge part to play in this.

To get to the Manchester we're aiming for, we've got to get all the elements that make a better Manchester pulling together – working for Mancunians to live their best life. We must all play our part, in our own way, to shift the blocks to a better life for all, so that:

- Children have the best start in life, living more healthy, happy years.
- We're all better off in a growing economy that brings good jobs and prospects.
- Neighbourhoods are clean, green and safe with affordable homes and good services.
- New tech boosts everyone's quality of life and public services.
- Public transport is quick, cheap, clean and reliable.
- We're an even more must-see city, with amazing things to do: world-renowned sport and culture are everywhere, for everyone.
- We cut carbon emissions and manage climate change.
- Mancunians are prouder still: celebrating their city – every one of us feels valued, respected playing our part

Our Manchester

Our Corporate Plan

Our Corporate Plan sets out the Council's contribution to the Our Manchester Strategy.

For the next few years, there are nine priorities for us to focus on:

1. Zero-carbon Manchester
2. Growth that benefits everyone
3. Young people
4. Healthy, cared-for people
5. Housing
6. Neighbourhoods
7. Connections
8. Equality
9. Well-managed Council.

No matter what your role is, you will contribute in some way to every one of these priorities – how great is that!



Our Manchester Behaviours

It takes a certain type of behaviour, attitude, and way of working to achieve the Our Manchester vision, and we can all do this through the Our Manchester Behaviours.

These behaviours are the foundation for how we must work together and treat one another every day.

The five behaviours are:



“Our Manchester is the way that we do things, not a thing that we do.”

Our Manchester Experience

How we bring the Our Manchester Strategy to life!

The Our Manchester Experience is an interactive and immersive opportunity for you to learn more about the Our Manchester Strategy, the behaviours and your part in achieving the Our Manchester vision.

You will be joined by colleagues to challenge your assumptions, as well as unearth and celebrate the strengths of our city, our communities, and the strengths in ourselves. You will also have the opportunity to put what you learn into action in the ‘Our Manchester Community’.

As soon as you join the Council you will be invited to attend the Our Manchester Experience, so watch out for your ticket!



Equality, diversity, and inclusion



Our vision is for Manchester City Council to reflect the rich diversity and talent of our communities at all levels, where everyone can be themselves and thrive. Since 2019, we've reviewed our approach to workforce race equality, created the Workforce Equality Strategy, and completed the Race Review recommendations.

Workforce Equality, Diversity, and Inclusion Plan 2024–2028

- 1. Inclusive and Accountable Leadership:** Clear expectations for leaders and strengthened corporate accountability.
- 2. Being a Good Line Manager:** Clear expectations for line managers and strengthened individual accountability.
- 3. Race and Anti-Racism:** Actively becoming an anti-racist council and eliminating racism from our policies, practices, systems, and structures.
- 4. Disability and Neurodiversity:** Embedding the social model of disability and becoming a neuroinclusive employer.
- 5. Attract, Develop, and Retain Diverse Talent:** Enhancing recruitment processes, focusing on inclusive talent management, promoting internal progression, and collaborating with local communities and educational institutions.
- 6. Equitable and Inclusive Workplace:** Developing a culturally competent workforce, supporting Staff Equality Networks, delivering an Age Friendly Employer action plan, and continuing the trans and non-binary inclusion plan.

As a Disability Confident Leader, we provide support for employees with physical or mental-health conditions, a disability or neurodiversity. Our workplaces are accessible by design, and workplace adjustments we make include providing aids, adaptations and equipment. These, combined with our flexible working policies such as disability-related leave, enable our employees to perform their role, thrive and be their authentic selves in work.

Building an inclusive workplace is our shared responsibility. Even small actions can significantly impact creating a more inclusive environment.

Manchester is a diverse and vibrant city, and our workforce should reflect the people we serve. A diverse workforce brings different perspectives, leading to creativity, innovation, and representation. We will showcase and celebrate our diversity through communications, personal and professional stories, and opportunities to engage in staff equality network groups and events.

We're committed to increasing the representation of Black, Asian, minority ethnic, and disabled employees at all levels. We offer targeted leadership programmes, a workplace adjustment hub, and support for employees with disabilities. As a Disability Confident Leader, we provide support for employees with physical or mental-health conditions, disabilities, or a neurodiversity. Our workplaces are accessible by design, and we offer flexible working policies to enable our employees to thrive and be their authentic selves at work.

Learning and development

Learning and development is an important part of your time with the Council.

It will include essential training needed for your job, but also other opportunities to support your growth and personal development. This could include 'on the job' learning, taking up opportunities on new courses, taking on a new qualification, and much more.

This is a great place for you to learn and enhance your skills, if you want to.

Our Conversation

We don't believe in annual appraisals here. Instead, we have something called an 'Our Conversation'. These sessions give you the chance to have regular conversations with your manager about what matters most.

E-learning

Our e-learning platform, Me Learning, contains more than 200 online courses. Some courses are mandatory, to protect you and the organisation, while others are for you to choose to suit your interests and to develop your skills.

Apprenticeships

Apprenticeships have changed a lot over recent years. They're now for people of any age and at any stage of their career who want to further develop their skills and knowledge within their current role. The qualifications go all the way up to postgraduate apprenticeships!

Leadership and management development

We want our leaders and managers to be the best they can be, to develop, thrive and drive forward our vision and behaviours at all levels across the Council.

Whether you're becoming a manager for the first time, looking at progressing through the organisation, or wanting to achieve results in a senior leadership role, there is a range of learning and development opportunities with us that will allow you to fulfil your potential.



Our ways of working

Improving how we work enables us to provide the best service for residents and the best experience for employees.

We want our workforce to thrive in the workplace and lead healthy lives due to having the right tools, skills and support in place. You will be provided with the most appropriate device(s) to enable you to do your role. The End User Device Policy outlines the responsibilities for these devices.

Our offices are hubs of activity, collaboration, and productivity, with a strong connection to the place and communities they are in. We have a huge ICT (Information and Communication Technology) and infrastructure programme underway to ensure that our offices work for the roles we do.

The Council prides itself on flexibility for staff, eg. flexible working. Depending on the role, flexible working options could include:

- Part-time or job shares (where a full-time role is split between two colleagues)
- Part-time+ (multiple part-time contracts)
- Compressed hours (eg. working full-time hours over a four-day week)
- Term-time-only working.

Our carers

If you're a carer, whatever your circumstances we aim to provide support and flexibility when you need it, to enable you to balance your responsibilities with work. Your manager will be able to talk to you about the working arrangements in your service.



Leave

Annual leave (holiday days)

Everyone receives a minimum of 26 days' annual leave each year (rising to 31 days after five years' service), plus an additional eight days for public holidays (pro rata for part-time workers).

How does annual leave work?

Our annual leave year runs from 1 April to 31 March, and leave can be a full day or half-day.

Buying extra annual leave

If you would like more annual leave days, you can buy up to ten days (pro rata) of additional leave each year, spreading the cost over the rest of the financial year.

Family-friendly leave

To support families, we offer a number of leave options to suit your circumstances:

- Maternity and paternity leave
- Parental leave
- Adoption and fostering leave
- Special leave (unplanned or short-notice leave)
- Other types of leave.

To support our staff through some of life's most difficult times, we also offer medical leave and bereavement leave.

Volunteering leave

There's no better way to get to know the city and the people who live here than getting out and about by volunteering in local communities. That's why we offer you three days' volunteering leave each year (pro rata) to step away from the day job and get out there!

We also offer additional leave for duties such as:

- Magistrate
- Armed-forces reservist
- Elected councillor
- School governor.



Pay

When we will pay you

We will pay you on the 15th of each month for the whole calendar month, including days not yet worked.

For example, on 15 December you are paid from 1–15 December, and in advance for 16–31 December. Think about it as two weeks in arrears, two weeks in advance.

If the 15th falls on a weekend or bank holiday, you will be paid on the working day before the 15th. For example, you will be paid on Friday 14th if the 15th of the month is a Saturday.

Pay scales

All jobs at the Council are evaluated in accordance with the requirements of the role, the type of work, and the overall responsibility of the position. Based on all this, a grade will be set for your role. We do this to make sure pay is fair.

Annual increments

Each grade is split into between 2 and 5 levels, or spine points. For Grades 1–12, pay goes up in increments each year until you are at the penultimate spine point of your grade. To get the last increment in your grade you must complete a competency review.

Employees in senior roles will set performance objectives with their manager. Progress and objectives are reviewed throughout the year. Progression to the next spine point is annual and dependent on achievement of objectives.

Manchester Living Wage

Manchester City Council is proud to be an accredited 'Living Wage Employer'. What this means is that we have committed to paying what is commonly known as the 'real' Living Wage – pay that reflects the real cost of living. This is based on an independent assessment of what people need to meet their basic everyday needs. The Manchester Living Wage will continue to be reviewed annually in line with the Living Wage.



Pension

About your pension

When you join the Council, we will enrol you in a pension scheme. Our pension schemes are the Greater Manchester Pension Fund (GMPF), the NHS Pension Scheme, and the Teachers' Pension Scheme. Your contract will tell you which pension scheme you will be in.

All our pension schemes are career-average schemes, which are sometimes called pension build-up schemes. Each year, you build up a set portion of your pay as a pension. That money is held in an individual pension account for you, then the next year – assuming prices go up – it will increase the value of your pension account.

The amount you pay will depend on your earnings, and we will write to you regularly to let you know the contribution you pay. Don't forget that when you pay into your pension, the Council also pays a contribution.

If you earn enough to pay tax, you will get tax relief on your pension contributions. So if you are a standard-rate taxpayer, every £1 you pay into your pension costs you only 80p after this tax relief. If you are a higher-rate taxpayer, you get tax relief at that higher rate.



Topping up your pension benefits

There are options to boost your pension, including purchasing additional voluntary contributions (AVCs). This is arranged as a salary sacrifice, which means there's a tax saving on your contribution.



Discounts and benefits

MCR+

Our MCR+ scheme gives you access to a range of savings and discounts. From big national chains to local businesses, you can save on everything from eating out and the weekly shop, to worldwide holidays, high-street fashion and phone contracts.

Credit unions

Working with credit unions, we can help you access a range of savings accounts and affordable loans. Savings or loan repayments can be conveniently taken directly from your salary each month to make things simpler.

Travel

You can benefit from reduced-cost tickets covering trains, buses and Metrolink trams; options include annual, monthly or more flexible tickets depending on how frequently you will be travelling.

Cycle to Work loans are available through salary sacrifice, potentially saving you over 35% of the cost of a new bike and accessories.

Free cycle training is available through TfGM, and many of our buildings have changing facilities and showers for cyclists.

Check out all the latest discounts and benefits that are available to you on the intranet.

The Ultra Low Emission Vehicle scheme allows employees to lease electric or hybrid cars through a salary deduction. It includes perks like insurance, servicing, breakdown cover, and more in the monthly cost.



Trade unions

The Council maintains a constructive relationship with the recognised trade unions, in which all parties are committed to working together to ensure that joint business is carried out efficiently and effectively. There is an established framework within which Council officers and trade unions can make a positive contribution to working relationships and enhance the conduct of employee relations in the Council through:

- Better identification of and solutions to day-to-day problems
- Better management decisions
- Increased understanding about management decisions or the need for change
- Increased levels of trust and improved working relationships.

Support from trade unions is also available to individual members, including representation in grievance and disciplinary meetings.

The Council negotiates any matters concerning collective staffing with all recognised trade unions, and a joint secretary is appointed to lead in this area. The current joint Trade Union Side Secretary is the UNISON Branch Secretary.



Being connected

There are lots of ways you will be kept up to date with what's happening in your team and across the Council, including staff broadcasts, team meetings and one-to-ones with your manager. There's also lots of information on the intranet.

Listening in Action

Listening in Action is an interactive session where you'll come together with other staff from across the organisation and our leadership team to hear about our priorities and future plans. It gives you the opportunity to hear from and put questions to our leaders, including the Chief Executive and the Leader of the Council.

Staff surveys

Staff surveys are an opportunity for you to tell us how you feel, what it's like to work here, what's important to you, what could be better, and what you want to see more of. What you tell us in surveys helps us to make sure we are enabling you to be your best and to make this a great place to work.

Recognition

It's important to us that we recognise the hard work, commitment and brilliance of our staff. We encourage everyone to celebrate one another's achievements as often as possible, because it's amazing to know you're doing a great job!

As well as the informal, everyday recognition you'll experience within your new team and services, we also recognise and celebrate exceptional achievements through more formal events:

Awards for Excellence

The annual Awards for Excellence gives us the chance to acknowledge and celebrate diversity, talent and commitment from staff. This spectacular celebration is where we can shine the spotlight on you and say a huge 'thank you'!

Long Service Awards

We acknowledge our colleagues with 25 years and 40 years of continuous service at a prestigious event that is hosted by the Leader of the Council, the Chief Executive, and the Lord Mayor.



Health and wellbeing

We want everyone to be their best at work; that's why promoting and supporting the health, safety and wellbeing of staff is a key priority for the Council. We aim to create a safe and supported environment where everyone can reach their full potential.

Here at the Council, it's okay to not be okay. Our approach to managing wellbeing, including sickness absence, is fair and grounded in compassion and understanding for your individual circumstances. We know that how people are feeling isn't the same for everyone. We know people will need support sometimes, and that's why our Health and Wellbeing Plan sets out six key areas of support:

- To promote and encourage good mental health and wellbeing.
- To empower staff to make good physical health and lifestyle choices.
- To embed good wellbeing practices in our leadership
- To strengthen health and wellbeing communications and engagement
- To grow our inclusive and accessible financial offer
- To support good work in a great organisation.

The voice of our people is at the heart of what we do. That is why the development of our Health and Wellbeing Plan was led by a diverse group of employees, meaning we offer support that works for everyone.

Employee Assistance Programme (EAP)

The EAP is a 24/7, free and confidential support service for all employees and their immediate family. The EAP provides:

- Counselling (over the telephone and face to face)
- Financial advice, including debt support
- Legal advice, eg. consumer issues, motoring
- Family advice, eg. divorce, safeguarding, custody arrangements
- Medical advice from highly qualified nurses and practitioners
- Information regarding all aspects of health and wellbeing, including articles, webinars and podcasts
- Four-week self-managed programmes, eg. quitting smoking, sleeping better
- The ability to set yourself goals and track your progress via the app, eg. steps, hydration, weight, sleep.

Ways you can access the EAP:

Tel: **0800 028 0199**

Visit <https://wisdom.healthassured.org>

(username: MCC; password: EAP)

Download the **Wisdom App**

Access to Work Mental Health Support Service

This free service is for employees who are struggling at work, or are currently off work, due to a diagnosed or undiagnosed mental-health condition. Regular sessions with a mental-health professional over a nine-month period will provide you with the strategies and adjustments to help you to thrive at work.

Occupational health

If at any point your health is affected by your work, or your work is affected by your health, speak to your manager, who will have access to high-quality occupational health advice. Medical professionals will assess your condition and advise us how we can best support you in your role.

Carer's passport

The Carer's passport is designed to support employees who need to balance work with caring responsibilities. Your manager will discuss your caring commitments with you and how these may affect your work. Together, you will agree a plan, with any adjustments and/or support that is needed. This will then be reviewed regularly to make sure it's right for you.

Employee groups

Getting involved with one of our employee groups is a great way to socialise with like-minded people and helps to support your physical and/or mental wellbeing. Circuit training, choirs, crochet and yoga – there's something for everyone. If not, you could develop and start one yourself! Once you gain access to the intranet you will find the full list of employee groups.

Health and wellbeing campaigns

We connect with local and national health and wellbeing campaigns and encourage everyone to get involved. This encourages a tolerant and well-informed atmosphere at work. An example is our participation in the 'This Is Me' campaign, which encourages more open discussions about mental health. We filmed and shared videos of some of our own colleagues discussing their mental-health experiences and coping strategies.



Useful contact information

Pay

employeelifecycle@manchester.gov.uk

Pension

pensionsteam@manchester.gov.uk

Technology access and devices (ICT)

knowitalls@manchester.gov.uk

Tel: 0161 234 1234

Learning and development

learnanddevelop@manchester.gov.uk

Recruitment

jobs@manchester.gov.uk

Our Manchester Experience

omexperience@manchester.gov.uk

Apprenticeships and graduates

talent@manchester.gov.uk

Senior Leadership Group

ourmanchester@manchester.gov.uk

