canterbury city council



# Working at Canterbury City Council

## Candidate information pack

Updated March 2026

We are a Living Wage Employer

Armed Forces Covenant – Employer Recognition Scheme – Gold Award

disability confident COMMITTED

# CANDIDATE
# INFORMATION PACK

## In this pack:

- A message from our Joint Chief Executives
- Our structure and where you fit in
- How you can make a difference in your career
- Employee benefits and what it's like to work here
- What the recruitment and onboarding process looks like
- Equality, diversity and inclusion here at Canterbury City Council











# A MESSAGE FROM OUR JOINT CHIEF EXECUTIVES

"We're proud to be the council's Joint Chief Executives having both worked here for well over 20 years

The combination of delivering services that really matter to people's day-to-day lives and working with a dedicated, passionate and talented team that really does care is an irresistible draw.

We are responsible for more than 70 different services, all with their different challenges.

But they are united in putting their customers at the heart of what they do, striving to be the best they possibly can and doing their best to make the district better every day.

It is no secret that the world of local government in Kent is about to undergo a lot of change.

That change will open a world of exciting opportunities to do things differently.

This is your chance to help us shape that future using your skills to help people and improve the place where they live, work and study."



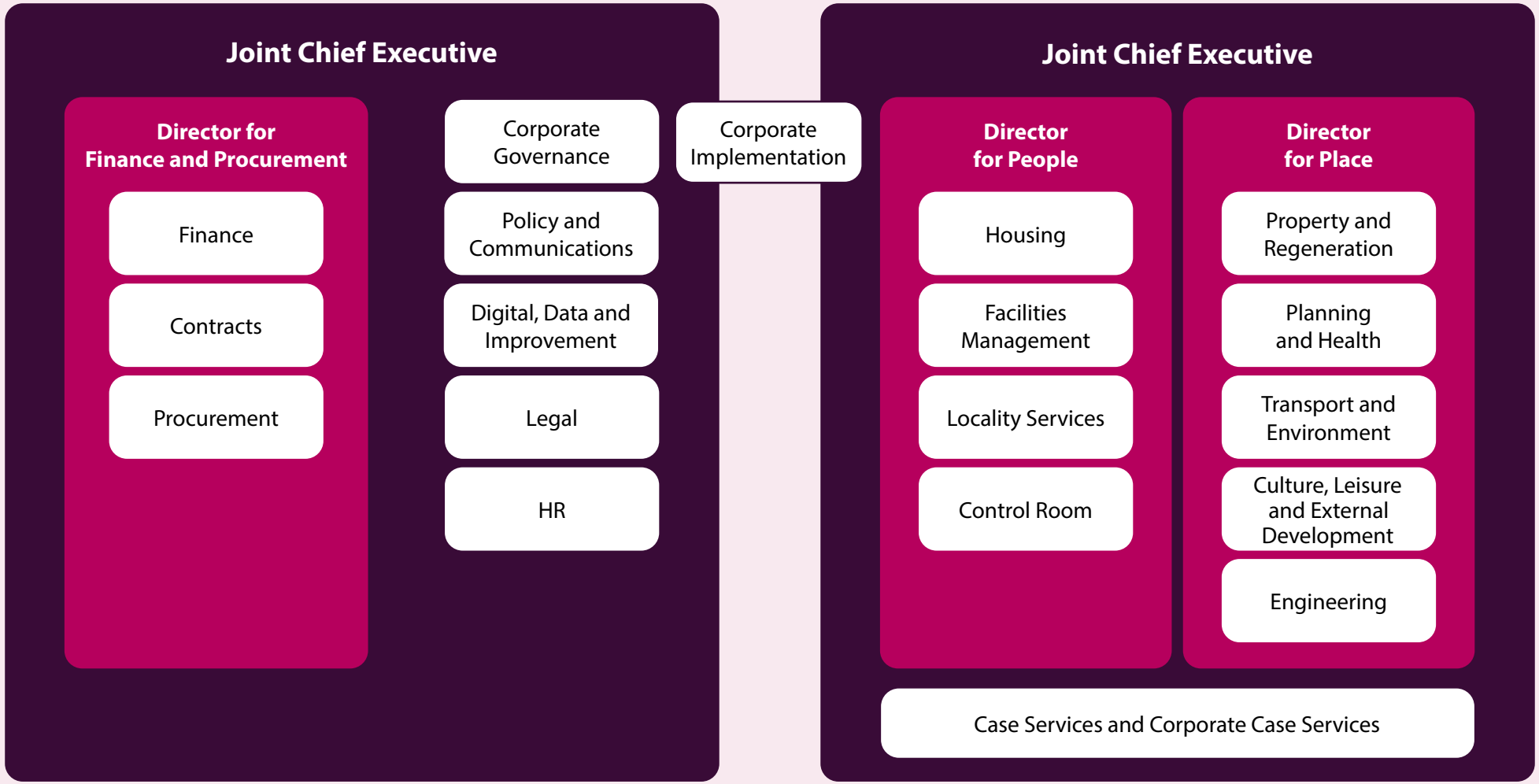
Peter Davies



Suzi Wakeham

# OUR STRUCTURE AND WHERE YOU FIT IN

Looking after the local area and the people who make it special is at the heart of what we do, delivering more than 70 services to residents, businesses and visitors. This requires input from a wide range of teams and professions, all working together to deliver for the local community.




**You can find the individual team structure chart for your role on the vacancy listing.**

Here are some key terms explained to help you better understand how we work together as an organisation.

## What's a job family?

Many of our jobs are grouped within a job family. A job family identifies the overarching purpose and skills for a group of jobs. The different jobs in a job family may be working in very different areas or services within the council but contribute to the success of their service in a similar way. Role profiles will give you more specific information about what your role will be responsible for.

Some job families contain levels that identify the career progression available within the job family. Career progression is available as you develop skills, experience and relevant qualifications and when vacancies arise.

## What's a role profile?

This provides the specific accountabilities and requirements of a job. For example, this adds the 'HR' to 'HR Specialist'. Together, the job family and role profile form what might usually be called a job description.

## Typical job families at Canterbury City Council

### What's a Specialist?

Specialists have expertise in specific subjects and use this to guide policy and strategy at the council. They may lead on particular projects, keep up with legislation and advise colleagues on how best to deliver a service. Specialists work across the council, whether in Corporate Services such as HR and Finance, in Strategy and Improvement such as IT, or within People and Place such as Housing, Environmental Health or Planning.

### What's a Locality Officer?

Our Locality Officers are our eyes and ears, spending much of their time out and about across the district. This team identifies, reports and resolves issues facing our community and includes areas such as housing standards, parking enforcement, community support and even our markets. With a visible presence, they make a very visible difference with the work that they do.

### What's a Case Services Officer?

This is the team that delivers case management and administration for our frontline services directly to customers. By using their broad understanding of areas from across the entire council and putting our customers at the heart of everything that they do, they make a huge difference to our district.

They work closely with and alongside Specialists, Corporate Case and Locality teams within People and Place, and get involved with everything from housing needs to licensing. By being multi-skilled, these officers allow us to flex and adapt to meet ever-changing needs.

### What's a Corporate Case Services Officer?

Our Corporate Case Services Officers support our Specialist teams across the council to run our administrative processes for corporate services such as Human Resources, Legal Services, Financial Services, and Information Governance. They deliver excellent customer service to both internal and external customers in these areas. By working together across specialisms, these officers build resilience and ensure that support is always there for the council to run effectively.

## Working together...

In order to deliver the best possible service for the district, many projects require input from multiple services, Specialists, locality officers, case officers and corporate case officers. This requires us all to work very closely together as one council, with each individual officer bringing their own expertise and skillsets to the table.

# LIFE AT CANTERBURY CITY COUNCIL

The spirit of collaboration here is amazing. It's a diverse group of people from multiple professions all working towards the same thing.

There are a wide range of benefits available too. As a single mum, I think that the flexibility and work-life balance here is the biggest benefit. It's really made a difference.



Anastasia
Resettlement Officer

Alanna
Case Services Officer



As someone who is neurodivergent, as a parent and a women, I've always felt really supported by my managers with each role I've had at the council.

It is very family friendly here, my needs are listened to and supported and barriers are removed to empower role changes and professional development.

The focus is always on my strengths and that has motivated me to deliver some really brilliant projects that I am proud of.

I'm frequently in touch with colleagues from across the council and it's nice to know that I'll always get a supportive response.

The biggest benefit for me is the enhanced annual leave, specifically the additional time off over Christmas. This is not something that I've had before, and it has enabled me and my sons to visit our family in Ukraine. That meant a lot to me.



Maryna
Resettlement Officer

Tara
Case Services Officer



I feel supported by my team, and I like to make sure that I'm there for others too.

We navigate our ever-changing environment together, developing and improving the services we deliver for customers.

We all buy in to the same goals, which makes working together really easy.

There is a refreshing recognition here that people are human - an understanding that people have lives that are the reason they work and should be supported wherever possible, while being recognised for hard work and given opportunities for advancement and development.

The culture is progressive here. Each year brings new things to focus on and new outcomes to deliver for Canterbury and the surrounding area.



Charlie
Head of HR

I think we have a vibrant, happy culture with great people to work with. It's supportive in a way that enables both a work-life balance and professional growth. It really helps to keep you engaged and continue making a difference.

We have some great benefits too, including discount schemes and ways to improve and maintain your health. I make good use of the free Park & Ride when I go into the office as it's a great opportunity to take a time out before starting work or driving home.

Kerri
Case Services Officer



Even when working from home, I still feel well connected to my team and the wider council. The stressful commute is now a novelty, and I get to go to my son's school events. It takes teamwork to make that flexibility work for everyone while covering core business hours, so we all support each other whenever we can.

The days that I do spend in the office are a great chance to see colleagues in person too.



Lee
Case Services Officer

The way that multiple services work together here is very different to other organisations I've been in. Each service is approachable, and you get to know the people in them.

Our senior leadership keep us well informed and celebrate the work we do with us, whether in weekly updates, regular briefings or a biannual staff conference which is a great chance to see everybody together.

Owen
Case Services Officer



# WHAT'S IN IT FOR YOU?



Enhanced annual leave with additional days off (usually between Christmas and New Year)

Option to buy additional leave

An annual cost-of-living pay award





Local government pension scheme plus additional voluntary contributions through My Money Matters

Flexible/hybrid working





Free Park and Ride into Canterbury to get to work

Cycle to work scheme

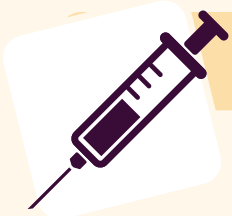




Professional body membership paid for (where applicable)

Access to free counselling, advice and webinars through our employee assistance programmes





Contribution to cost for annual flu jabs

A contribution towards free eyesight tests and glasses







Flexible bus tickets with Stagecoach

CSSC eligibility (subscription discount scheme)



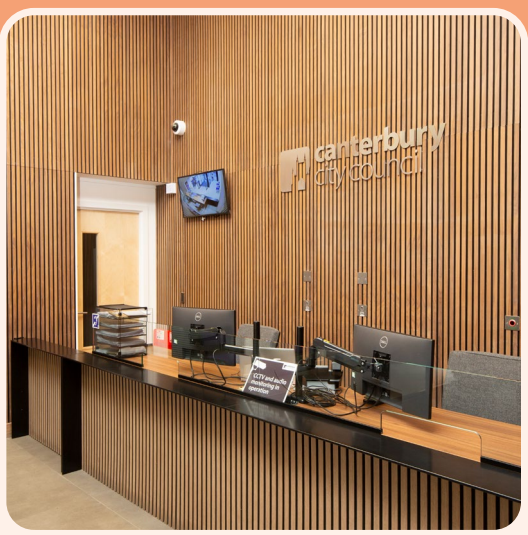


Kaarp benefits (free discount scheme)

# WHERE WE WORK

Many of our roles allow for hybrid working. When you do work in person with your colleagues, you might be based at...

## Our city centre offices






As part of our commitment to meet net zero for our own services by 2030, our new offices have been designed with sustainability as one of the primary drivers, setting a new sustainability standard for office buildings in Kent.

## Our venues, South Quay Shed and King's Hall






## Our museums





## Out and about around the district





With free use of our Park and Ride to make your commute to work easier



# A PLACE FOR A CAREER

At the council, there's always something new to keep you interested. I've been here 33 years and have worked in housing, building control and property and regeneration. I've also been involved with the Visit Canterbury website and other projects aimed at boosting tourism to the area.

This all comes with plenty of opportunity for learning and development. Whilst here, I've completed the ILM Level 3 in Leadership and Management and even received technician membership to the Chartered Association of Building Engineers.



Rachel
Case Services Officer

I have worked in and around local government for 17 years.

Each time a new opportunity arose, I've been able to take transferable skills to new roles and fresh challenges. This has included exciting roles such as Implementation Change Manager, Case Services Manager, HR Project Manager and now Head of HR.

Combined with some excellent training courses along the way, this has supported my personal and professional development, opening up a wonderful career, all whilst starting and raising a family.

Charlie
Head of HR



As someone who started their career in local government as an apprentice 24 years ago, and later in my career was supported to complete a degree in management through a professional apprenticeship, it's really important to me to offer opportunities for learning and development to my team now that I am a Head of Service.



Tracy
Head of Housing & Community

In just a few years I've worked on garden waste, facilities support, organised contractors for repairs, building maintenance, bin collections and now taxi licencing.

Not only have I enjoyed the variety, but I've already seen some progression too having recently secured a role as a Level 2 Case Services Officer.

I love learning new things, and there's always the support to do that here. I can't wait to learn more.

Kerri
Case Services Officer



I first joined the council 15 years ago on a fixed-term contract before taking a permanent role two years later.

I've been able to develop my skills and knowledge in a lot of areas, including planning, land mapping and land charges. The council has continually embraced new and better ways of doing things, and that's enabled me to develop professionally too.

I'm now a Level 3 Case Services Officer and enjoy supervising less experienced colleagues, helping realise the same professional development that I've experienced here.



Ashley
Case Services Officer

Vikki
Case Services Officer



Well, I started at the Council young and I'm still here 33 years later!

I've worked with environmental health, housing, property services, in-house architects and now primarily focus on planning and cemeteries. There is a lot of variety here to keep you interested and there's always something new to learn if you want to.

I've worked my way up to being a Level 3 Case Services Officer and have experienced so much along the way, including gaining NVQs in Business Administration and Team Leading to help me progress.

I started working for the council part-time whilst studying at university as part of a career change.

Since completing my degree in Environmental Studies, I've been exploring the council for career development. My manager has been very supportive and has actively enabled me to pursue training and work opportunities to explore my interests with the planning team.

This is a huge benefit of being within the Case Services team, where you're able to cross-train and experience other areas of the council.



Owen
Case Services Officer

Phil
Case Services Officer



I joined the council from the charity sector because the work really aligned with my values.

Although nervous to start, I found it an easy transition and was made to feel welcome.

Since joining, I've been actively encouraged to pursue my interests within the role, and I am looking forward to completing a new qualification that my manager is happy to support me with.

# OUR CORE BEHAVIOURS

## Although there's lots to enjoy working here at Canterbury City Council, we take our roles very seriously.

After all, we're directly impacting the lives of those within our district and want to make as much positive difference for them as we can.

We do that by incorporating these seven core behaviours into everything that we do for the Canterbury district. It's not just about what we would expect from you but also what you can expect from us.

We may assess these during the recruitment selection process to identify individual strengths and potential development areas along with your suitability for the way the council works.

They also guide our performance management and personal development plans.

## CORE BEHAVIOURS

| | |
|---|---|
| **BE CUSTOMER FOCUSSED** | Put customers and the district at the heart of what we do. Listen to them and focus on delivering high-quality services that support their needs. |
| **BE CREATIVE** | Constantly look for new, innovative and creative ways to improve what we do. Bring all ideas foward because no idea is a silly idea. |
| **BE ADAPTABLE AND FLEXIBLE** | Welcome new ideas and support new initiatives. Understand how you need to adapt to different people, situations and changes at the council. |
| **LEAD, MOTIVATE AND DEVELOP** | Identify where development is needed and make sure it happens. Help identify individual talent in each other and work together to build capabilities to be part of a highly-skilled, high-performing and motivated team. |
| **EMPOWER AND TAKE RESPONSIBILITY** | Empower those around you to use their skills and experience to deliver council services. Take responsibility for your actions and decisions. Use your initiative to find an answer to a problem. |
| **WORK TOGETHER** | Work constructively with other people, not only in your direct team but across the council and with outside organisations. Working closely with other teams will help build skills and knowledge for everyone. |
| **BE SUPPORTIVE** | Appreciate that everyone is different and treat them fairly and equally, letting others know you're there for them if they need or want your support. Always listen and actively consult others. Give honest feedback. |

# WORK THAT MAKES A DIFFERENCE

It feels great to house or help someone when they're in need and I love that I get to influence that from the top.

By focussing on continuous improvement and empowering my team to develop their knowledge and skills, I know that we can really make a difference together.



Tracy
Head of Housing & Community

In my role, I enjoy seeing the difference in families we work with over time.

They often arrive having experienced a lot of trauma, they are away from their homes and now surrounded by a new language, new laws and new ways of doing things.

To then see them grow in confidence, become independent, develop a sense of belonging and be able to enter and contribute to the community feels fantastic.

Livia
Resettlement Officer



My team and I work hard to tackle environmental crime, helping to keep the district an enjoyable place to be.

Whether it's flytipping, graffiti or less considerate neighbours, engaging with our community to overcome these challenges helps everyone to feel healthier, happier and safer from crime.

Having been born in Canterbury and living much of my life locally, I take a lot of pride in the area. So, I am really proud of my team for helping everyone around us to love where they live too.



Jason
Locality Team Leader

It's a privilege to work with the members of the public that I do.

Building trust with those experiencing homelessness with often related trauma and witnessing the change in somebody when they feel seen, understood and supported makes all the effort worthwhile.

When they then use that to build themselves back up and get everything in place to remain resilient for the future, I know that we've helped them to make that difference as a team…it's life-changing.

Dan
Street Populations Coordinator



My role is about keeping safe and competent taxi drivers in work, earning a living, while ensuring the public have a reliable, safe and affordable transport service available to them.

After 10+ years of doing this, I've built great rapport with the taxi drivers across the district. I think some of them have me on speed dial!

It's not just about looking after the drivers though. When a member of the public gets in touch with a concern, by taking them seriously and getting back to them quickly I know I'm playing a big part in helping them stay confident in our district's taxi service.



Sue
Case Services Officer

Jenna
Environmental Health Officer



Protecting public health and keeping people safe is at the heart of my role.

The regular food inspections we do help give people the confidence and freedom to make informed choices about the food they eat when out and about, and I think that's really important!

I enjoy helping people in all aspects of my role.

Whether it be guiding a resident through the planning process or supporting someone to locate where a family member is buried and arrange a memorial, I know that I am making a difference to them at a likely stressful and emotional time.

It's interesting communicating with councillors too and seeing how it all fits together behind the scenes.



Lee
Case Services Officer

By helping to manage our large and diverse portfolio of commercial properties, I can help those in the community – whether that be youth groups or budding entrepreneurs – to find ideal places to realise their ambitions.

This also benefits the area by supporting economic growth and cultural activities.

It's an income stream for the council too, which funds other great work throughout the district.

Phil
Case Services Officer



# JOINING US

**1**

**FIND YOUR PERFECT ROLE**

**2**

Create an account and complete your application form (no CVs please)

**3**

We anonymise your application and shortlist after the closing date

**4**

Those with the highest scores will be invited to interview (we'll always let you know the outcome either way)

**5**

Usually a one-stage interview, which might include a presentation or assessment

**6**

**JOB OFFER!**

**7**

Right-to-work checks, references, DBS (if needed)

**8**

You receive your contract

**9**

**ONBOARDING!**

Which will include our full corporate induction, training for your new role and plenty of time for you to get to know your new team

## Need help during the application process?

We're always happy to help and guide you through the application process.

To get help, please email **hr@canterbury.gov.uk**

You will also have access to some helpful guidance within the application system.

Take a look at our latest vacancies **HERE**



# EQUALITY, DIVERSITY AND INCLUSION

We are committed to promoting equality and diversity in everything we do. We provide a safe and welcoming environment where everyone is valued, included and respected.

Our diversity strengthens our ability to serve the diverse communities we support through our work.

To demonstrate this through our actions, all applications are anonymised for the shortlisting panel, allowing all applicants to be assessed on merit alone.



## Anonymised applications

Please make a note of your applicant reference number in case you need to contact us about your application before shortlisting is completed.

The shortlisting panel will only find out your name and contact details after you have been shortlisted. This helps us reduce the chances of unconscious bias or discrimination in our recruitment process.

## Disability confident committed employer

You will be asked whether you identify as disabled as part of the application form.

If you choose to answer this and answer 'yes', our accreditation means that you will be guaranteed an interview so long as you meet the essential shortlisting criteria. This helps us make sure everybody has fair access to work.

## Support at interview and beyond

If you require any adjustments to be made to fully participate in any part of the selection process, onboarding or the role itself, please let us know so that we can work together to support you and your career.

Contact our HR team directly any time by emailing **hr@canterbury.gov.uk.**