



SURREY HEATH BOROUGH COUNCIL

Surrey Heath Borough Council **RECRUITMENT PACK**



January 2025

Surrey Heath Borough Council
Knoll Road, Camberley GU15 3HD
human.resources@surreyheath.gov.uk



A Message from the Chief Executive

Thank you for your interest in this role at the Council. This is a fantastic opportunity for an exceptional individual with the drive and talent for delivery. Someone grounded in public service values and a desire to support the success of others.

In the summer of 2023, we were excited to have our Local Government Association Peer Challenge. The independent peer team found that, “staff are friendly, enthusiastic, and proud to work for Surrey Heath”, “The culture in Surrey Heath is very positive with a happy workforce who see the Council as a great place to work”, “There is a trusted relationship between members and officers” and, the Council is genuinely committed to learning and development and invests in its people.

I hope in the pages below we are able to give you a flavour of what Surrey Heath has to offer. If this excites your interest, I'd be delighted to receive your application.

Best wishes



Nick Steevens
Chief Executive



Surrey Heath House - Alan Meeks



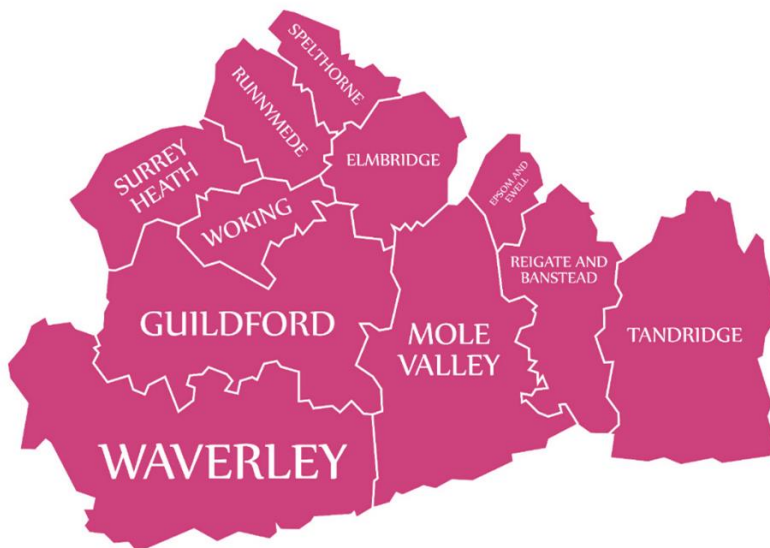
About Surrey Heath the place

Situated in North West Surrey, with a population of 90,500, Surrey Heath is a beautiful place to live and work. We rank first in the Home Counties for wellbeing (NOMIS 2019) and first in England and Wales for tree coverage (Bluesky). Combine that with close proximity to London and our ambitious regeneration programme for Camberley town centre (the Borough's largest town), and we have a lot to offer.

The borough covers 36.5 square miles in north west Surrey, on the border of both Berkshire and Hampshire and is a contrast of urban and rural environments. The area has unique military heritage with the Royal Military Academy Sandhurst, where all Officers in the British Army are trained.

Generally an affluent area, people who work here have the second highest average weekly wage in the South East. But having enough homes for people that need them and are affordable is a challenge when balanced against the need to maintain the green nature of the borough and the extensive specially protected heathland (SPA).

We know a number of our residents and their families that are struggling, a situation made more challenging by the cost of living crisis. In some parts of the Borough there is a life-expectancy gap of up to 11 years and with the number of older people rising by nearly 20% in the past 10 years, we have to re-focus our priorities.



**Surrey District
Councils**



Surrey Heath Borough Council

We are one of the smallest Boroughs in the country with 35 elected members, and 250 staff with a strong ethos for public service.

We recognise that nothing can be achieved in isolation, and we have a strong foundation in Surrey Heath of partnership working.

We have an excellent track record of financial management and during almost a decade of austerity and cuts in Local Government funding, Surrey Heath has managed to protect frontline services and continue to invest in priority initiatives. However, during the same period the Council's budget has had a growing reliance on income from commercial rents including rents from the retail sector, which can no longer be sustained at previous levels.

We are committed to taking action on climate change, and to securing improvements in the quality of life and opportunities for all of our residents and businesses, whilst ensuring sustainable council finances to deliver core services effectively.

The Council has developed a new [Council Strategy 2024 – 2028](#) under the themes of Protect the Environment, Promote Healthier & More Inclusive Communities, Support a Strong Economy and Create More Homes, Deliver Effective Services with Sustainable Finances and Campaign for Residents..



Values and Behaviours



See the full [Values and Behaviours](#) document.

Proud to Serve – Dedicated to public service, accountable for our work, leading by example and showing passion for the community.

Customer Focus – Listens to all customers with a genuine aspiration to exceed their expectations, ensuring a truly customer focused organisation.

Innovation – Looks for and embraces new ways to meet challenges, solve problems and make improvements.

Teamwork – Builds collaborative, inclusive relationships based on mutual respect and a one-team mindset to reach shared goals.

Delivering Results – Focused on performance, delivering our priorities to an excellent standard and ensuring value for money.



Delivering Well



Investing in the future

The Council is committed to investing in the future of the borough. This includes the acquisition of The Square shopping centre, the House of Fraser store, and the purchase of the former BHS and Alders sites. We have also undertaken a significant refurbishment programme within The Square and completed major public realm improvements in the Town Centre.

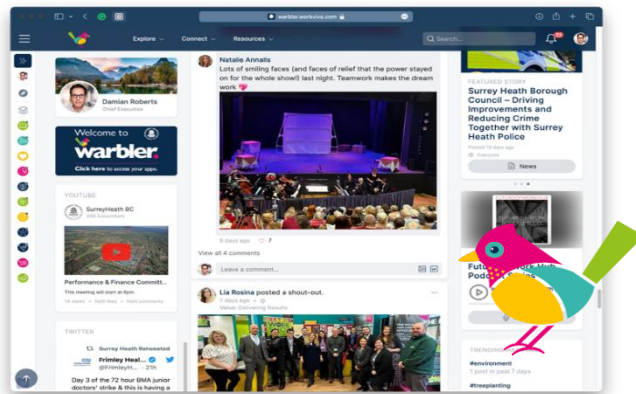
In 2021 we also saw the completion of our brand-new Leisure Centre - a £24 million, state-of-the-art facility in Camberley. The leisure centre has been a roaring success with attendance levels close to double what was achieved by the previous leisure centre.

We are also investing in our staff, with excellent learning and development opportunities, apprenticeship programmes, and best-in-class ICT systems to underpin our commitment to collaboration and agile working.

Our Ambitions

We constantly look for opportunities to improve, to deliver new and better outcomes, and to learn what we can from others. Our ambitious annual plan sets out our shared focus for delivery aligned to our overall Council Strategy.





Communicating with our staff

We are proud of how we communicate and engage with our workforce from our new “Warbler” staff intranet to our all-staff briefings, staff awards and our large scale face to face events. This supports our highly trusted relationships between managers and staff, our strong sense of identity as an organisation, and helps us ensure that we continue to deliver on our commitment to openness and transparency.



Opportunities for all



We believe that everyone should have access to the services that we offer whether that is having their waste collected, accessing our beautiful green spaces, living a healthy lifestyle, planning for where they live, visiting our vibrant town or village centres, starting a new job, or building a new business. They need to know about these services, that we are here for them, and that they can trust their Council to deliver to their needs. All of our staff have a role in achieving this and in helping to create a Council that everyone can feel proud about.



What our staff say...

"Surrey Heath Borough Council has helped shape me into the person I am today, and with continuous support and opportunities, I am confident my career will only flourish here."

"I would strongly recommend Surrey Heath Borough Council to anyone."

"The friendly atmosphere allows for a non-judgmental and positive experience and I believe the Council does well in fostering collaborative working across services."

"It is an exciting time to be joining Surrey Heath Borough Council as we deliver our ambitions for the next five years, put in place new strategic partnerships and start delivery of a range of exciting new initiatives."

96%

"I am proud of the work of the Council"

Staff Survey May 2023

97%

"I have the technology I need to do my job effectively"

Staff Survey May 2023

97%

"My line manager trusts me to do a great job"

Staff Survey May 2023

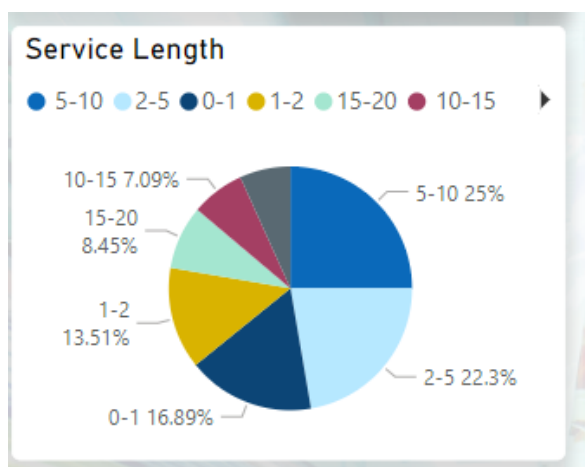
99%

"I am proud of the work I do"

Staff Survey May 2023

Our ethos is to invest in our staff; offer opportunities to individuals to develop their skills and nurture our talented people.

We have a healthy balance of staff knowledge and experience within the Council with a number of staff working at Surrey Heath Borough Council for a number of years.



Learning and Development

We provide a variety of development opportunities for our staff including;

- apprenticeships.
- mentoring programme.
- access to virtual and in-person training through Surrey Learn Partnership.
- management development programmes for aspiring or new managers.
- investment in staff qualifications and career paths via the 'Post entry training' scheme.
- extensive e-learning and induction training.
- Rising Stars – opportunity for staff to work on a project outside of their service area to expand their experience skills.



Benefits

The Council recognises that its main asset is its staff. In recognition of this the Council offers a generous benefits package which is currently as follows:

- Local Government Pension Scheme
- A minimum of 23 days annual leave entitlement (pro-rata for part-time employees). Plus Bank Holidays
- An additional 5 days' annual leave after 5 years' continuous Local Government service
- 2 Additional days off at Christmas
- Three times salary Life Assurance cover for all staff in the Pension Scheme
- Generous Maternity, Paternity & Adoption entitlements
- Maternity Pay – Occupational Maternity Pay is based on 6 weeks' pay at 9/10ths of the employees' average earnings. An additional 12 weeks' contractual maternity pay at half the employees' normal rate of pay, if they return to work after their maternity leave for a period of at least three months. Eligible criteria must be met.
- Free parking for all non-casual staff
- Regular health checks and other welfare initiatives and health promotions
- Subsidised gym membership
- Employee Assistance Programme (EAP)
- Free VDU eye examinations every 2 years
- Free vaccinations when / where appropriate
- Staff uniforms where required for all appropriate employees
- Flexible working policy
- Hybrid working (minimum of 1 day per week in the office)
- Extensive Learning and Development opportunities

