

# Corporate Support Department Jobs

## Information Pack



# Are you...

- Eager to contribute to an employer which makes a difference to people's lives?
- Looking for an opportunity to learn about the Council's different areas of work?
- Eager to work through the medium of Welsh?
- An enthusiastic and positive person?
- Eager to work as part of a team?
- Have good people skills?



**If you have answered “yes” to any of the above points, why don't you come and work for us?**

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# The Department's Work

The department helps the Council to provide the best for Gwynedd residents through a combination of support, specialist and front-line services.

The Corporate Support Department is very wide ranging, and includes many interesting areas of work and projects including:

## Procurement

Keeping the Benefits Local, category management,

## Communication and Engagement

Deal with the press, internal communication, Council website, engagement, social media.

## Learning and Development Organisation

Apprenticeships, training for members and staff, coaching and mentoring service, staff benefits, changing behaviour, supporting the culture, corporate complaints.

## Customer Liaison and Registration

Galw Gwynedd call centre, Siopau Gwynedd, registration service.

## Democracy and Language

Support for Councillors, administrative committees, scrutiny, Gwynedd's Language Initiative, Language Strategy,

## Support Service

Administrative appointments, order goods, printing, pay bills, distribute post

## Human Resources Service



Work conditions, equal pay, advice on absences, disciplinarys and complaints, recruiting people.

## Health, Safety and Well-being Advisory Service



Health and safety, Occupational health, manual handling.

## Research and Information



Research, data analysis, information management, data protection, freedom of information.



“We are responsible for providing support to all Council departments, and this means that there is an opportunity to make a difference here, with a large variety of teams collaborating on a number of interesting projects.

The Department provides excellent developmental opportunities for our staff, such as new experiences, to gain qualifications or programmes to develop potential, and this has been recognised over the years by the Investors in People organisation. Looking after the health and well-being of our staff is essentially important in all this and we also encourage flexible working arrangements when this is possible. Why not join us?”



Ian Jones,  
Head of Corporate Support Department.

# The Work of the Council

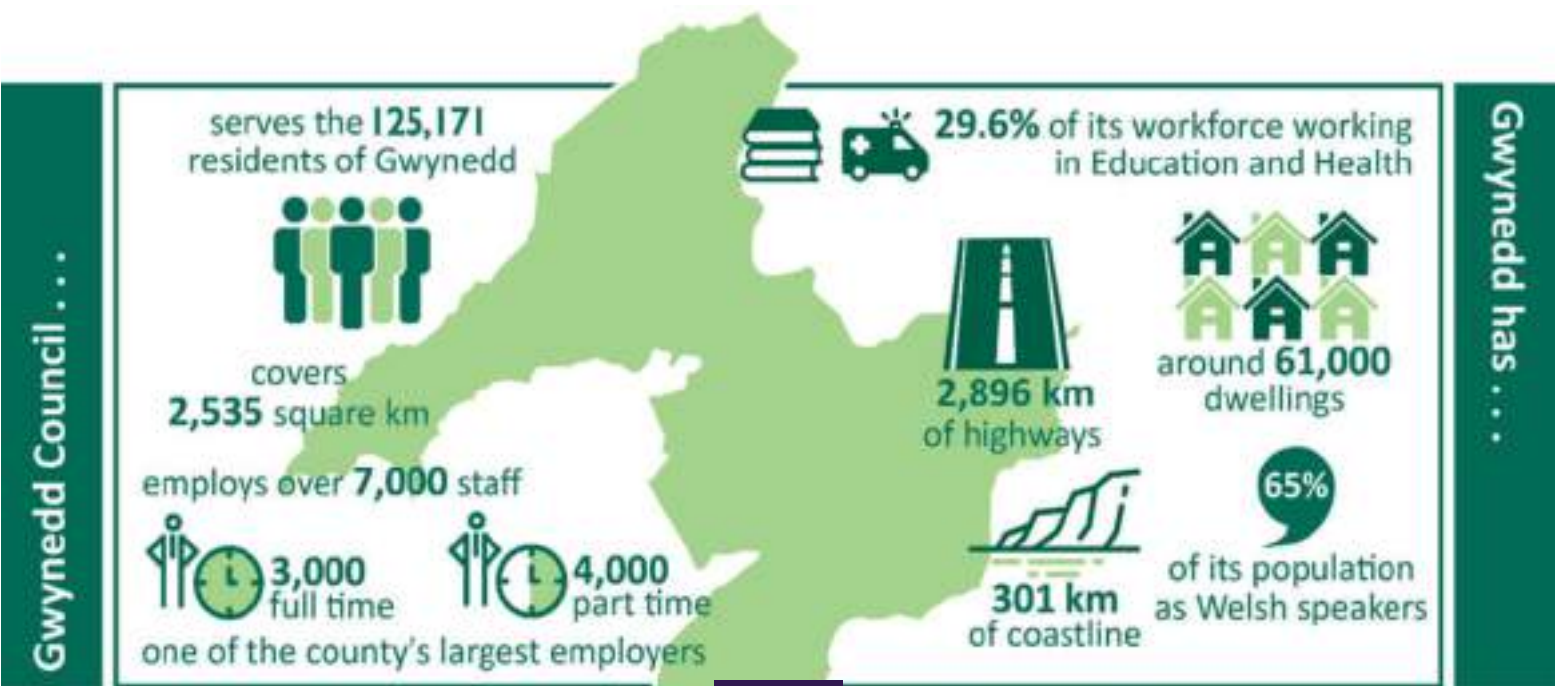
Cyngor Gwynedd provides a broad range of services across our County which include educating our children, caring for our people, cleaning our streets, looking after our well-being and promoting our local businesses to succeed.



Dafydd Gibbard, Chief Executive



The main thing that enables us as a Council to do this is the staff who work here. The Council is full of people who have chosen to work here because they want to help the people of Gwynedd and make a difference to the communities and the environment in which we live.



# Developing your career

The development of our staff here in the Corporate Support Department is vitally important. Various opportunities are available within the Department to develop a specific skill, to nurture experiences in posts or to change direction to a different field of work.

## Learning and developing new skills

- Welcome and Induction Session
- Regular conversations with your line manager
- Comprehensive training programme (face to face and virtual)
- Continuous evaluation
- Opportunities to shadow others

## Developing your potential

- Departmental 'Developing Potential' Programme - Identifying talent and planning the workforce
- 'Women in Leadership' Programme - Support for women to progress in their careers
- Opportunities to receive support from an experienced Mentor/Coach
- Opportunity to gain on-the-job qualifications
- Various internal secondment opportunities

## Work as a team

- Tailored support for the needs of individual teams.
- 'DiSC' training to reflect individual working style and how this would be beneficial when working as a team.

## Your voice

- An opportunity to share your opinion via; Regular 1:1 discussions with line manager, team meetings, department meetings, cross-departmental workshops on different topics, Opportunities to arrange and hold events, Opportunity to attend various conferences.

“The development opportunities the Department has given to be have been invaluable. Whilst in my role as Human Resources Officer I have completed a Diploma Level 5 course in Applied Human Resources through my work and this has been a great help with the work. Also, I was recently selected to be on the Developing Potential Programme and (without getting bored of learning) I am now in the process of completing a ILM Level 5 Leadership and Management through my work”



Bethan Wynne Davies, Human Resources Officer.

“I would urge anyone to grab the opportunity to join the Department - you will not regret it! Since I started here as an Engagement Support Officer within the Communication and Engagement Team, I have gone on to receive secondment opportunities and I have now been given a permanent post as an Executive Officer. Managers in the Department have been so supportive when addressing my personal development and providing me with opportunities to try new things and develop my confidence.”



Lois Angharad Owens, Executive Officer.



# Remember!

The department has a Departmental Training Fund and we encourage you to submit applications.

Available to support individuals to attend specialist training and courses / develop skills.

# The benefits of working for us

As well as having job satisfaction and an opportunity to make a valuable contribution, the Council is eager for you to get the best value from being a member of the Council's staff. As a result, access can be obtained to a range of interests, including some of the following:

\*The benefits to some workers may be different, subject to the role.

## WORK-LIFE BALANCE

- Flexible working hours scheme (where the job allows), including options, e.g., flexible hours (flexi), hybrid working or working from home, compressed hours, job-sharing scheme, term-time working, annual hours, part-time or casual.
- Entitlement to between 21 and 30 days of annual leave per year, subject to the scale of the post and length of service. In addition, employees are entitled to 8 bank holiday / public holiday days and an additional 3 1/2 days.
- Paid absence in various special circumstances, e.g., bereavement, medical appointments, undertaking public duties.



## LEARNING AND DEVELOPMENT

- Cyngor Gwynedd places a very high value on investing in its most important resource - its employees. Every employee can expect:
- A formal Induction Process and regular performance reviews
- A broad range of opportunities to attend training, along with internal and external development
- A contribution towards membership fees of work-related professional bodies.
- Career pathway specific schemes, e.g. Apprenticeships and Cynllun Yfory.



## HEALTH AND WELL-BEING

- The health and well-being of our staff is a priority for us. We are seeking to create a positive work environment where staff thrive. Here are some examples of the support that would be available to you:
- Occupational Health Service
- MEDRA Counselling Service - confidential counselling service for Council officers
- Free eye tests for officers who make regular use of Visual Display Units (VDUs)



## PENSION

- A Local Government Pension Scheme, which offers some of the best terms in the country.

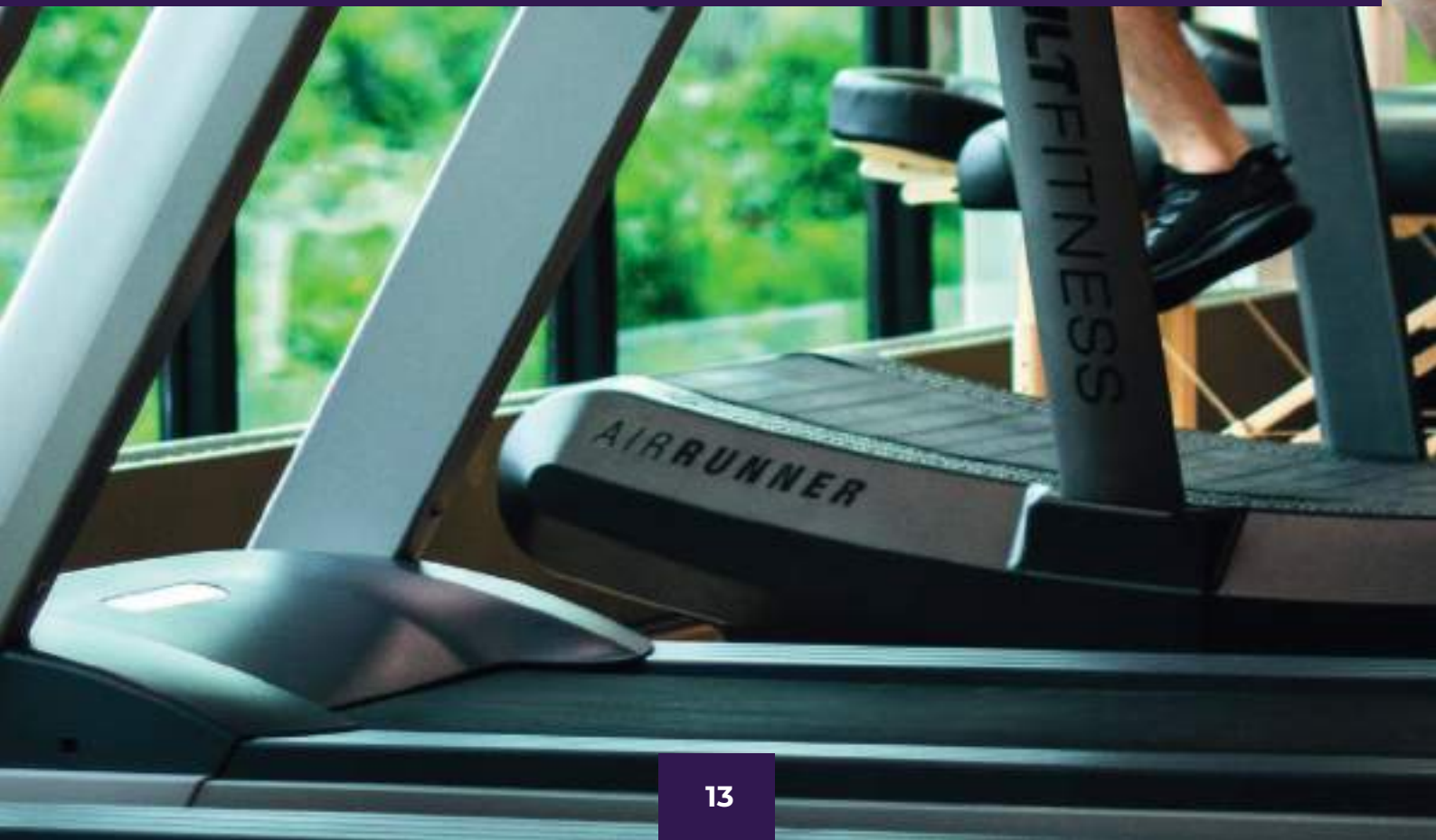


## THE WELSH LANGUAGE

- An opportunity to work through the medium of Welsh across all jobs, sectors and areas in the County.
- By joining us, there are opportunities to develop your linguistic skills with training offered to learn the Welsh Language, whatever your ability.

## OTHER BENEFITS

- The Council offers a broad range of benefits that will promote your health and save you money, including:
- Taking advantage of the Budd i Bawb scheme - staff benefits scheme which includes discounts in local and national stores
- Support for Families - An excellent opportunity for parents, including better maternity pay, adoption pay and paternity pay, childcare vouchers and flexible working practices.
- Membership of Leisure centres - Discounted membership of Byw'n Iach Leisure Centres.
- Cycle to Work - The Cycle to Work scheme allows some employees to purchase a bike through salary sacrifice. This saves them money and promotes their health.
- IT Software and Mobile Phones - Employees can access discounted prices on mobile phone contracts, e.g., Vodafone and EE and on Microsoft Office software.
- and much more...



# Department Successes



“A great pride and privilege to receive the award on behalf of everyone within our teams, who work very hard to ensure that the needs of Gwynedd residents, in terms of Welsh-medium provision, are realised.”

Joanne Parry, Customer Contact and Registration Service Manager and Dafydd Orwig Memorial Award

“It has been an amazing experience and I’m very grateful.”

Delyth Jones, Support Service, winning the Apprentice of the Year award at the Coleg Cymraeg Cenedlaethol Awards 2022.



The Occupational Health Service reaching the last three / short-list of the Best Value Award at the Cyngor ar ei Orau (Council at its Best)

## Gold Standard Accreditation - Healthy Working Wales (2023)

The Council has received national recognition for the way it looks after the well-being of staff, with the Department's Health, Safety and Well-being team at the helm doing key work to ensure that we have held on to the Gold Standard



again this year. The 'Healthy Working Wales' programme is a national structure maintained by the Welsh Government to promote and improve health and wellbeing in the workplace. This recognition confirms the Council's reputation as an employer in helping to ensure that key services are available to people who depend on them in all parts of the County.

## Corporate Support Department holds Silver Standard Accreditation with Investors In People (2023)

The Department is proud to have held Silver Standard Accreditation with Investors In People again this year. This means that the Department's standards were higher than the average in the public sector in England and Wales with staff declaring a high level of satisfaction in their work and a sense of 'team.'



# More information

If you require further information about the content of this pack, please contact:

[CefnogaethGorfforaethol@gwynedd.llyw.cymru](mailto:CefnogaethGorfforaethol@gwynedd.llyw.cymru)

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- Information about all [Council jobs](#)
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