

Liverpool  
City Council

# Recruitment Candidate Guide



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Thank you for expressing an interest in joining Liverpool City Council.

This is a really exciting time to be part of our organisation, as we look to build on the progress we have made in recent years and achieve our ambition of becoming one of the leading local authorities in the country, delivering excellent, value-for-money services.

Our people are at the heart of the Council, and play a key role in driving innovation and success. We welcome constructive challenge and want to foster a culture of continuous improvement.

If you are new to Liverpool, you will find a dynamic and welcoming city, alive with culture.

We aim to make our recruitment process as inclusive as possible, ensuring all candidates feel welcomed and valued.

This Candidate Guide outlines all the information you will need, together with insights and tips to make your journey smooth and enjoyable.

I wish you every success with your application

**Andrew Lewis**  
**Chief Executive**  
**Liverpool City Council**



# About us

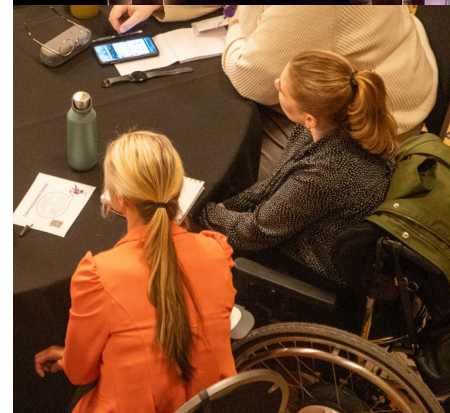
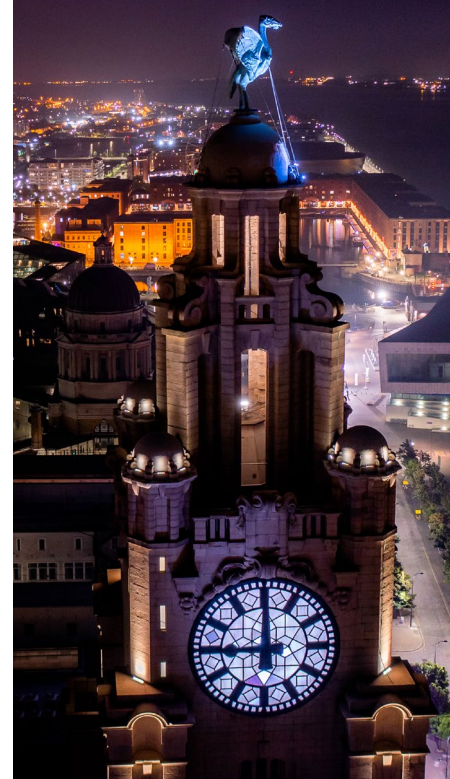
Liverpool City Council is a dynamic and forward-thinking local government organisation committed to serving the vibrant communities of Liverpool. As one of the largest employers in the region, we play a crucial role in shaping the city's future and delivering essential services that enhance the quality of life for residents and visitors.

Our diverse workforce embodies our values of unity, support, integrity, inclusivity, and empowerment, working collaboratively to address the needs and aspirations of our community. Whether it's maintaining our streets, providing social services, or promoting economic development, every member of our team contributes to making Liverpool a better place to live, work, and play.

Together with our partners and stakeholders, we are building a city where everyone has the opportunity to thrive, where diversity is celebrated, and where community wellbeing is at the forefront of everything we do. Liverpool is more than just a city; it's a vibrant and inclusive community that we are proud to serve and support.

You can find a place to make a difference here.

If you have ambition for yourself and this city, thrive on challenges and getting results, share our values and strive to make others feel valued, then we want to hear from you.



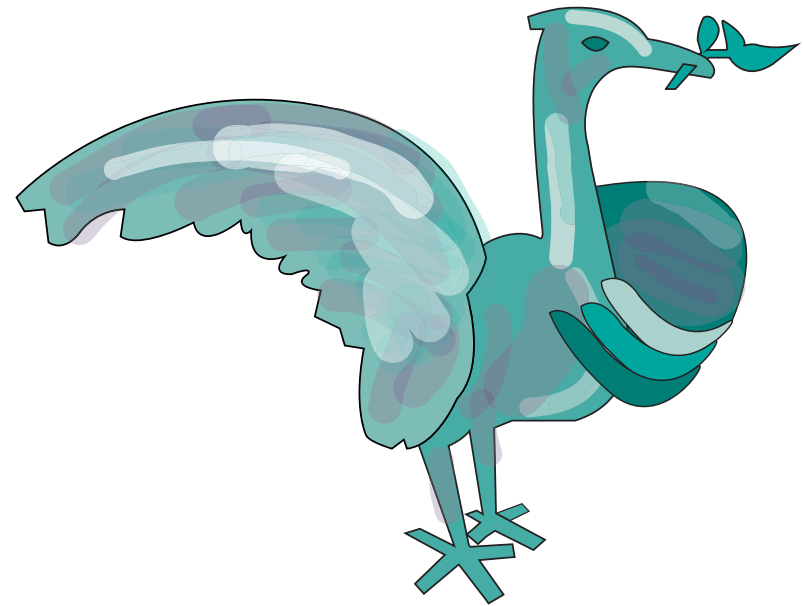
# Our promise to customers

At Liverpool City Council, our commitment to delivering excellent services is underpinned by a simple but powerful promise: to be Simple, Personal and Caring in everything we do.

This promise shapes how we serve our residents, businesses, and communities - and it's something we expect every colleague to embody in their role.

- **Simple** - We make things easy to understand and access. We use plain language, provide clear information, and design services that are inclusive and straightforward.
- **Personal** - We treat everyone as an individual. We listen, remember what matters to people, and take ownership of their enquiries to ensure they feel supported and respected.
- **Caring** - We act with kindness and compassion. We value feedback, work collaboratively with communities, and always strive to improve the quality of our services.

By joining us, you'll be part of a team that puts Customers first - delivering services that are not only efficient, but genuinely make a difference.



**Our**  
**Promise**  
Simple • Personal • Caring

# Our Vision and Plans

Liverpool City Council is guided by the Council plan and the City plan that outline our vision for the future and our strategies for achieving it:

**The Council Plan 2023 - 27** is our vision to make Liverpool fairer, cleaner and stronger for all.

The plan guides all that we do and sits at the top of our strategic framework of key strategies and plans.



# Benefits

We want to give our people the best culture and rewards to attract the best people to work for us.

Working for Liverpool City Council has some great benefits. All of these benefits are available upon starting unless stated otherwise. For those on Fixed Term Contracts, terms and conditions apply on some benefits:

- **Agile working** (Role dependent) - A “Flexibility First” approach to Agile working where flexibility is the norm rather than the exception
- **Cycle2Work Scheme** - Cycle2Work allows you to buy a bike, equipment and accessories and pay it back through your pay over 12 months
- **Travel Pass Scheme** - An interest free loan to purchase an annual travel pass of your choice
- **Drive Time** – The scheme allows you to get behind the wheel of a new car on a salary sacrifice basis, with no deposit (must have worked for LCC for 6 months). You lease the car out of your salary, saving money on tax and national insurance (this may not be transferable from previous employer)
- **Discounted Lifestyles Memberships** – All people working for the council are eligible for a discounted corporate membership at our lifestyles fitness centres, giving you 20% off a normal membership when you sign up to pay by Direct Debit
- **A minimum of 27 days contractual annual leave** in addition to statutory and public holidays, rising to 32 after 5 years service



- **A full range of family friendly policies** including enhanced Maternity, Adoption and Paternity entitlements
- **Part of the Local Government Pension scheme**, considered to be one of the best employer contribution rates
- **Purchase of Additional Leave** - You can apply for between 1 and 4 weeks additional unpaid leave per year (pro rata if you don't work full time)
- **A wide range of high-quality learning** open to all with opportunities to train, develop and support to realise your potential
- **Employee Volunteering Scheme** – Voluntary work can benefit the community and help you to gain valuable new skills and experiences. Our policy allows you to request of up to five days paid leave in any financial year to support charitable work in the community and develop their skills
- **Medicash** – Signing up to Medicash and you could claim back the costs of Dental Bills, Optical Care, Alternative and Complementary Therapies, Chiropody, Health Screenings and more
- **On top of this, we also offer other benefits such as Credit Union, Local Discounts** using your ID Card and Contract Parking at Council owned parking facilities
- **Shared Cost AVC** scheme to support **saving for retirement**
- **Staff Networks** play a vital role in Liverpool City Council by offering a platform for the workforce to connect, support each other and drive positive change. Our staff networks build a sense of community and belonging for members, and allow the staff voice of underrepresented groups to be amplified to make real change supporting an inclusive culture





# Health and Wellbeing Offer

Our vision is that Liverpool City Council has a culture and environment that promotes and supports health, safety and wellbeing for all of our people.

We've held the Workplace Wellbeing Charter since 2017 a self-assessment scheme that provides the City Council with the opportunity to demonstrate its commitment to the health and wellbeing of the workforce.

To improve the health and wellbeing of our workforce we have a range of resources available including:

- All staff have access to the full range of resources provided through our Employee Assistance Programme which includes confidential mental health support and counselling
- Access to an app, free of charge, which provides information on total wellbeing including self help materials around mental health, exercise, nutrition and more. You can also book you own counselling sessions here
- Mental Health and Wellbeing Champions who are Mental Health First Aid trained and have the skills to provide reassurance for colleagues experiencing mental health and wellbeing, creative thinking and more
- A health Intervention Scheme to improve employee wellbeing through one-to-one physical activities
- Open Access to Clinics run by our Occupational Health Nurse, where you can talk about any work-related or health concerns you have in complete confidence
- Physiotherapy sessions through a specialist provider



# Applying Successfully: Steps to Join Us

Our job opportunities are advertised on our dedicated careers website and various job boards, all leading directly to our online recruitment platform. Each role comes with detailed job descriptions and person specifications, designed to assist you in gauging your suitability for the position and enabling you to highlight your relevant experience effectively in your application.

## Our Adverts

In our job advertisements, you will find a concise summary of the primary responsibilities associated with the role, as well as the essential criteria we expect candidates to fulfil. We also indicate any flexibility options available, such as part-time arrangements, job sharing opportunities, hybrid work setups, or remote work possibilities. However, if these details are not explicitly mentioned, or if you have any inquiries regarding the role, we encourage you to reach out to the hiring manager. Their contact information will be provided in the advertisement, and they will be more than happy to assist you further. Vacancies close at midnight on the closing date unless otherwise stated on the advert.

## Job Description and Person Specification

The job description will explain to you the key responsibilities associated with the role, as well as the requisite skills, experience, and qualifications that may be necessary. Additionally, the person specification outlines essential criteria, providing clarity on the qualifications and attributes that we consider vital for the position.



## Completing Your Application Form

We take all applications to our roles through our applicant tracking system for recruitment. When you click to apply you will be prompted to create an account in our recruitment system which tracks all your applications with us. Depending on the type of role you are applying to you may be able to simply upload your CV to apply or, in some instances there may be a need to fully complete an application form with some specific questions.

## Equality and Diversity Monitoring Questions

At the end of our application forms, you will encounter equality monitoring questions. These inquiries are vital for us to gain insights into the demographic makeup of our candidate pool. By understanding who is applying for our roles, we can ensure that our recruitment efforts are reaching a diverse range of individuals, reflecting the communities we serve.

Your response to these questions is incredibly valuable to us. Rest assured that your answers will remain confidential and will not be visible to the recruiting manager responsible for the vacancy. They are solely for monitoring purposes and will not influence the short-listing process or the assessment of your suitability for the role.

We are a Home Office-licensed sponsor and are able to sponsor candidates for positions across Liverpool City Council. We will provide clear evidence in each advert on the eligibility of that role for sponsorship.

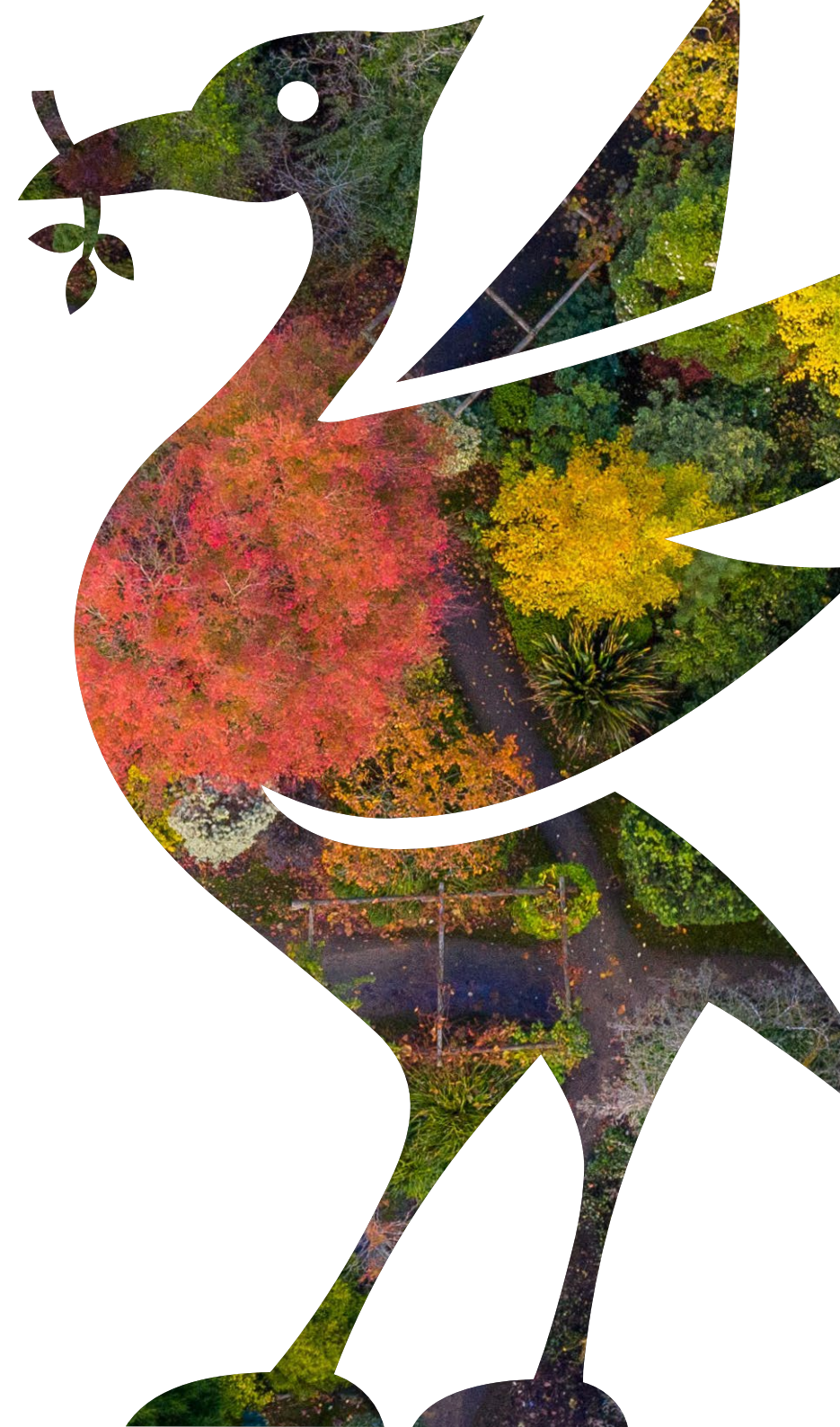
Eligibility to work in the UK will be verified in the final stages of the selection process. All candidates must either already have a right to work in the UK before commencing employment or meet the Home Office criteria for Visa sponsorship. Candidates who require sponsorship should evaluate the Home Office eligibility criteria for a Skilled Worker visa before applying.



# Expert Advice for Completing Your Application Form

Our application forms may seem daunting at first, but once you dive in, you will find they are not as intimidating as they appear. However, it is crucial to embrace the opportunity to highlight your talents and accomplishments. Here are some tips to help you make the most out of your application:

- 1. Completeness is Key:** Remember to fill out all mandatory fields in our application forms. Leaving any gaps could hinder your ability to effectively present yourself. Plus, it might inadvertently convey a message that you overlook key details, which isn't the impression you want to leave
- 2. Use Person Specification:** Give an example for each essential criteria outlined in the person specification
- 3. Formatting Matters:** Take advantage of the space provided in our application forms to highlight your achievements. If there is an "About You" section, tailor your responses to align with what we are seeking. Alternatively, if there is a person specification question, use each criterion as a heading and provide concrete examples of how you meet them
- 4. Respect Word Limits:** While you do not have to hit the word limit precisely, significantly falling short might indicate a lack of effort. Aim to provide sufficient depth and context within the allocated word count
- 5. Showcase Examples:** We value concrete examples of your capabilities. These examples don't necessarily have to be work-related; they can stem from various experiences, such as managing responsibilities during school, volunteering, or caring for others



**6. Emphasise “I”:** While teamwork is commendable, ensure your application reflects your individual contributions. Use “I” sentences to clearly delineate your role and achievements, even if it feels uncomfortable to take sole credit. This helps us understand your personal impact and capabilities

**7. Use of AI & Technology**

Please note – Applicants may make use of artificial intelligence (AI) but the information presented at application must be factual.

**7. Withdrawal of your application:** During the completion of your application, there is an option to withdraw your application. We recommend that you use this option with caution, Once you withdraw, it cannot be undone, and your application for that specific role will no longer be considered.

If you are certain about withdrawing, please double-check your decision before proceeding. Remember, you can still apply for other roles in the future.

Remember, your application is your chance to shine, so don't hold back in showcasing your brilliance and unique qualities. We're eager to learn more about you and how you can contribute to our team!

Please feel free to reach out the recruitment team or hiring manager if you have any questions regarding your application form.



## Technical Issues or Special Adjustments

If you encounter any technical difficulties while completing your application or require adjustments to facilitate your application process, please don't hesitate to reach out to us at **0151 351 0504** or email: **[Recruitment@liverpool.gov.uk](mailto:Recruitment@liverpool.gov.uk)** Our team is here to assist you and ensure that you have a smooth and accessible experience throughout the application process. Your satisfaction and ease of application are our top priorities, so please feel free to contact us for any support or assistance you may need.

## Managing your Candidate Profile

It is easy to manage your details in our recruitment system. Once you have created your account, you will have access to a user-friendly interface where you can login anytime to track the progress of your applications.

## Our Ongoing Connection with You

Once you have set up your careers account with us, our primary mode of communication will be via email. You can expect to receive updates and notifications regarding your applications directly to the email address associated with your account. Additionally, we may prompt you to log into your careers account, where you will find a user-friendly dashboard displaying all your applications in one convenient location.

To ensure seamless communication, please double-check that the email address you provided when setting up your account is correct. This ensures that you receive important updates and information regarding your applications without any interruptions.



# Selection Process

During the shortlisting stage, the recruiting manager carefully evaluates all applications against the essential criteria outlined for the role.

In certain cases where clarity is needed regarding your alignment with the essential criteria, the manager may request additional information from you. Therefore, it is important to monitor the email address you used to apply for any communication from us. Remember to check your junk mail folder as well, to ensure you do not miss any important messages regarding the status of your application. Your attention to these communications ensures a seamless process and allows us to address any queries promptly.

## Relationship to members / employees canvassing

To ensure fairness in our recruitment process we ask in our application form whether you are related to a Member, or Officer, of Liverpool City Council.

We will not be able to appoint you if you canvass any Members/Officers of the County or of any committee of the Council, directly or indirectly – this means asking for help and influence to get a job using their position in the council.

## Politically Restricted Roles

A small number of roles we recruit to are classed as politically restricted which means the successful candidate cannot hold certain elected positions as stated in 'The Local Government and Housing Act 1989'. Where a role is politically restricted, we will state this in the advert/Job description to make you aware, and also ask you to acknowledge this in your application. Your declaration would need to be that you understand the above and agree to adhere.



Politically restricted employees are disqualified from standing for or holding elected office as:

- **local councillors**
- **MPs**
- **MEPs**
- **Members of the Welsh Assembly**
- **Members of the Scottish Parliament.**

They are also restricted from:

- Participating in political activities, publicly expressing support for a political party or undertaking other activities on behalf of a political party or someone seeking to be a candidate. This includes canvassing on behalf of a political party.
- Being an officer of a political party (or any branch of a party) or becoming a member of any committee or sub-committee where the duties might require (a) participation in the general management of the party or the branch or (b) acting on behalf of the party or branch in dealing with people other than members of the party or members of another associated political party.
- Speaking to the public at large or publishing any written or artistic work that could give the impression that they are advocating support for a political party or someone seeking to be a candidate, where the intention is to affect public support for a political party. This includes giving an interview that is likely to result in the publication of statements made or opinions expressed.





# Interviews and Assessment

We typically conduct both in-person interviews and virtual interviews using Microsoft Teams. The choice between the two formats depends on several factors, including the nature of the role and candidate preferences.

If we determine that an in-person interview is not necessary or if you specifically request an online interview, we are happy to try our best to accommodate your preference. Our virtual interviews provide a convenient and efficient way to connect, ensuring that distance or other factors do not impede the interview process.

## In person interviews

When you receive your interview invitation, we'll provide all the necessary details regarding the interview location, including any local information you might need, such as parking instructions and who to ask for upon arrival.

## Microsoft Teams interviews

For Microsoft Teams interviews, you will need to have MS Teams installed on your device to join the meeting. You can easily download MS Teams from your usual app store or via Microsoft on your laptop or PC. There is no need to purchase the app; simply use the free version, and on your interview day, you will be able to join as a 'guest' without any issues.



When it is time for your Microsoft Teams interview, we will send the invitation to the email address you provided during your application process. Here is what you need to do to join the meeting smoothly:

1. On the day of the interview, simply click on the link provided in the email, which says **'click here to join the meeting'**
2. Next, you will be prompted to choose how you want to join. If you have already downloaded the MS Teams app, you can select 'Open in Teams app.' Alternatively, you can choose 'continue on this browser' if you prefer
3. Once you have made your selection, your video should pop up on the screen, along with a box to input your name. Type your name, and when you are ready, click 'join now.' Then, wait for the interviewers to admit you to the meeting

## Interview hints and tips

When preparing for your interview or assessment with us, it is essential to plan to ensure you have the best opportunity to showcase your skills and experience. Here are a few pointers to help you prepare in advance:

- **Location and Logistics:** If the interview is in-person, familiarise yourself with the location, plan your journey, and consider parking options. For online interviews, ensure you have your joining link ready and decide whether you will use a laptop or phone. Ensure your device is charged
- **Task, Presentation, or Assessment:** If you were asked to prepare a presentation or complete an assessment, ensure you have done so in advance. Check the interview invite and email for any additional requirements or tasks



- **Essentials to Bring:** Take any required documentation with you, if you have been asked to do so. If you like to take notes during the interview, bring your own notebook. Having a drink of water on hand can also be beneficial during extended discussions
- **Review Relevant Materials:** Take the time to review the job advertisement, job description, and our website. This will refresh your memory about the role's requirements and our values, helping you understand how you fit into our culture and where your skills align
- **Practice:** Anticipate potential interview questions and prepare your responses. Consider using bullet points as prompts and practice answering questions using the STAR model (Situation, Task, Action, Result)



# Liverpool City Council and Inclusivity

Liverpool City Council is committed to having a workforce that is representative of the communities we serve. We are an Equal Opportunities Employer and we believe that the decision to appoint should be based upon whether an individual's skills, experience, qualifications, and abilities make them the most suitable candidate for the role. All applications will receive equal treatment irrespective of race, gender, marital status, age, disability, religious beliefs, sexual orientation, or socio-economic status.

## Guaranteed Assessment Scheme

Liverpool City Council is committed to fostering a workforce representative of the communities we serve. As an Equal Opportunities Employer, we believe in appointing candidates based on their skills, experience, qualifications, and abilities. We operate a guaranteed assessment scheme for disabled applicants, applicants who are serving or have served in the armed forces and care leavers. We aspire to continue to improve the diversity of our workforce, in particular the number of Black, Asian and Minority Ethnic staff and LGBTQI+ staff at all levels of the Council and we would particularly welcome applications from candidates identifying with one or more of these characteristics as they are currently underrepresented in our workforce.

All suitably qualified applicants currently under-represented in our workforce (including disabled candidates) who meet the essential requirements of a post but who may not achieve the required minimum shortlisting score will be invited for interview where practical. Appropriate adjustments will be made to the interview arrangements where necessary.

## Accessibility

As a Disability Confident Employer, we prioritise providing support for employees with physical or mental health conditions, disabilities, or those who are neurodiverse. Our workplaces are designed with accessibility in mind, and we offer a range of accommodations and adjustments, including aids, adaptations, and equipment.





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