

# Welcome to Herefordshire

Are you just starting your career, seeking a change, relocating to beautiful Herefordshire or just here to browse?

Let us show you why you have come to the right place and why now is the time to join Herefordshire Council.



**Working for Herefordshire Council means that you will be contributing to a wide range of services that together make a difference to residents' lives on a daily basis. We need people who are innovative, committed, professional, and will take pride in their role within Herefordshire Council.**

The Chief Executive of Herefordshire Council is Paul Walker, he is the senior officer who leads and takes responsibility for the work of all directly employed staff of the council.

The council consists of four directorates:

- Community Wellbeing
- Children and Young People
- Economy and Environment
- Corporate Services

Together, these directorates help provide a wide range of services that combine to make a difference to Herefordshire residents' lives on a daily basis. These include education, social care, highways and transport, planning, culture, waste management, environmental health and trading standards

You can find out more about each directorate by visiting:  
[www.herefordshire.gov.uk/directorates](http://www.herefordshire.gov.uk/directorates).

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**Hello, my name is Paul Walker and I'm the Chief Executive of Herefordshire Council and father of five. I took up my role in May 2021 and I've invested a lot of time listening and understanding the organisation. I'm excited about the next stage, as we start to build back better and develop the Herefordshire Council team.**



Paul Walker  
Chief Executive

Everyone who works for Herefordshire Council has a part to play in delivering a better future for the county, and all our employees should feel supported, confident, and able to deliver their best. Our team is professional, dedicated, and determined to make a difference. Every single employee has the opportunity and a role to play to make things better for our community.

As a proud county we have a rich heritage, strong creative and connected communities, and an absolute commitment to build a better future for all of us, so that everyone feels safe, supported, and proud to live here.

Herefordshire has the best of all worlds. It's a place where the whole family can grow and thrive. Children have access to excellent education, there are well-paid jobs for adults, and the family life connects to the local community and to nature.

Our people values are at the heart of everything that we do. We are investing in our people and culture to grow the spirit of Herefordshire, a place to thrive for both our community and our employees.

If you'd like to make a real difference to people's lives and the opportunity for a real quality of life, please see our latest vacancies and send us your application. We'd love to hear from you.

# The Spirit of Herefordshire

“We’re investing in our people and culture to grow ‘The Spirit of Herefordshire - A place to thrive’, for both our community and employees.” – **Paul Walker, Chief Executive**

To support us in this, we are looking for candidates who put PEOPLE at the heart of everything we do when we recruit. Our PEOPLE values are:

- **PEOPLE** - Treating people fairly, with compassion, respect and dignity
- **EXCELLENCE** - Striving for excellence, and the appropriate quality of service, care and life in Herefordshire
- **OPENENESS** - Being open, transparent and accountable
- **PARTNERSHIP** - Working in partnership and with all our diverse communities
- **LISTENING** - Actively listening to, understanding and taking into account people’s views and needs
- **ENVIRONMENT** - Protecting and promoting our outstanding natural environment and heritage for the benefit of all



# Our Offer

To start, we can ensure that you will always be making a real impact when working for Herefordshire Council. We have a range of positions available that will help make a positive difference to the lives of residents and their local communities in Herefordshire.

When you join, you can expect a very warm welcome from your manager, team and the wider organisation. Our induction and onboarding will provide you with a supportive start into your new role from day 1, with the aim to help you thrive both personally and in your career. We provide a range of training and development opportunities to help you develop.

In exchange for your commitment and hard work, we offer a range of great rewards and benefits specially tailored to you.

- **Annual leave** - we offer 31 days annual leave (pro rata) plus bank holidays. There are no set dates where you have to take compulsory annual leave days.
- **The Orchard** - we have our very own reward platform just for our employees named The Orchard. It provides you with access to a range of discounts including retail, supermarkets, cinema tickets and exciting days out. Plus there’s cashback opportunities and other financial rewards. You can save on everyday necessities or the occasional treat, and even share the discounts with your friends and family.
- **Leisure membership** - we offer all staff an excellent discounted membership package that can be used at any Halo leisure centre in the county, visit [www.haloleisure.org.uk](http://www.haloleisure.org.uk).
- **Relocation** - should you decide that you love Herefordshire as much as we do, we can offer you a generous relocation package, so you can work closer to the area that you are working hard to support and enjoy living in an area which has so much to offer.
- **The Local Government Pensions Scheme** - this is a valuable part of the pay and reward package, giving you a secure pension for the future, along with the peace of mind from immediate life cover [www.worcestershire.gov.uk/worcestershirepensionfund/](http://www.worcestershire.gov.uk/worcestershirepensionfund/).
- **Special paid leave** - for 'community' activities such as being a school governor, magistrate or volunteering for charity work
- **Payment of professional fees** relevant to your role.

# Our priorities

We aim to attract people who are innovative, committed, professional, and take pride in working towards our priorities and making Herefordshire a better county to live, work and visit in line with our **County Plan**.

Our ambitions are to:

- Protect and enhance our environment and keep Herefordshire a great place to live
- Strengthen communities to ensure everyone lives well and safely together
- Support an economy which builds on the county's strengths and resources

The wellbeing and safety of Herefordshire's children and young people is at the very heart of everything we do. Working closely with our partners in the police, health, schools, voluntary organisations and commissioned services enables us to get the right services at the right time to make a positive difference to those who are vulnerable and need our help and support.



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“Everyone who works for Herefordshire Council has a part to play in delivering a better future for the county and all our employees should feel supported, confident and able to do their best. Our team is professional, dedicated and determined to make a difference.”  
Paul Walker  
Chief Executive

# Directorates

The council consists of the following directorates – Community wellbeing, Children and young people, Economy and environment, as well as the Corporate centre (Governance and Legal services, Public Health, Resources and assurance, HR & OD, and Transformation).

## Community wellbeing

The community wellbeing directorate brings together a wide range of services supporting communities including many of the most vulnerable individuals in the county.

The directorate has seven main areas of focus:

- Adult social care, including services that deliver the council's obligations under the Care Act such as assessment and commissioning of individual care plans for those found to be eligible following a strength based assessment of need
- Adult social care provision through a range of services including Hillside residential care, Shared Lives and Homefirst reablement services
- Independent living services including telecare, occupational therapy assessment, minor and major adaptations and welfare rights

- Adult safeguarding and other protective services such as the deprivation of liberty safeguards and mental health act assessments
- Housing provision including homelessness outreach and assessment of entitlement of housing for people who are homeless or threatened with homelessness
- All age commissioning - this service area plans, designs, specifies, commissions and contract manages the council's support arrangements for adults and communities and multiple children's and families accommodation contracts
- Talk Community operations which provide library services, museums, archives and information, advice and guidance to the residents of Herefordshire through the Talk Community Directory. This is an online wellbeing and information website, which supports the front door of the council through customer services in Blueschool House, delivers behavioural change support to improve health and wellbeing through Healthy Lifestyle Trainers and works in collaboration and partnership with the voluntary and community sector with resilience planning, funding, community cohesion and liaison with parish councils

## Children and young people

The children and young people directorate is responsible for education services, safeguarding and family support. These include:

- Admissions to schools
- Early years, schools and further education support
- Providing high quality education places for children in Herefordshire
- Special educational needs and additional needs services for children
- Education support for vulnerable groups of children including children who are looked after
- Adult learning
- Early help and family support services including advice, guidance, parenting programmes
- Safeguarding and children's social care services including children in need, child protection, children with care experience
- Children with disabilities services
- Adoption and fostering services

Our Children and Family Services deliver a wide range of services to local families. Through partnership working we have a **Children and Families Strategic Improvement Plan** which guides our improvement processes and will help us to achieve our goal of achieving an Ofsted rating of 'Good'.

## Economy and environment

The economy and environment directorate brings together a wide range of services that together make a significant contribution to all of the strategic priorities identified in the council's County Plan.

The directorate has six main areas:

- Highways and transport - including buses, flood response, street cleansing, parks and highway maintenance
- Technical services - including building control, parking, CCTV, property services, bereavements, registrars, coroners, and markets, fairs and street trading
- Regulatory, environment and waste services - including planning and regulatory services (encompassing environmental health, trading standards and licensing) and response to the climate and ecological emergency
- Housing and growth
- Economic development - including the Hereford Enterprise Zone
- Infrastructure delivery - including flood alleviation, cycling, walking and highway improvements and schemes

## Corporate centre

The corporate centre provides support services across the council for finance, human resources, legal, communications and strategic transformation and delivery.

# Wellbeing

We offer:

- Health and wellbeing advice and guidance to include 24/7 access to an Employee Assistance Programme (EAP)
- The Orchard is a reward platform unique to Herefordshire Council employees. It gives you access to a range of discounts, cashback and other financial benefits. Save on everyday necessities or the occasional treat, and even share these discounts with family and friends.
- Occupational health including counselling and physiotherapy
- Eye tests (subject to conditions)
- Occupational sick pay
- Mental Health First Aiders
- Bullying and Harassment Advisors
- Staff discounts at local cycle stores
- Free access to mental health wellbeing resources

## Flexible Futures

We recognise that ways of working have changed and this is why we care about what you're doing, not where; we call this way of working "Flexible Futures".

Through Flexible Futures we offer our staff a number of initiatives that support them in their flexible working choices along with creating agile office environments at a number of work locations across the county.

## Diversity and Inclusion

A genuine commitment to creating a working environment where people are valued for who they are backed up by equalities policies covering all strands of diversity. We will treat people fairly, with compassion, respect and dignity throughout our employment practices, and we believe that it is morally and legally right to do so. We have an active BAME Networking Group that connects staff together to provide support and advice.

# The local area

Herefordshire lies in the southern end of the West Midlands, between Worcestershire and the breath-taking Brecon Beacons in Wales. Famous for its mouth-watering Hereford beef and thirst quenching craft ciders, there is much more to Herefordshire than its remote location, fantastic countryside and ancient woodlands.

The vibrant city of Hereford sits on the banks of the River Wye and is home to a magnificent 8th century cathedral. It offers a variety of lifestyles, blending traditional country living with a modern thriving city. Residents and visitors can enjoy shopping in High Town, with stunning architecture and local history only a short stroll away. The city is constantly evolving and offers residents high quality living with lots of things to do during the day and at night. If you've dreamt of a place which brings together the convenience of living in the big city with the lifestyle associated with a home in rural idyll, Hereford is the place for you.



# Things to do

With two Areas of Outstanding Natural Beauty, Herefordshire is surrounded by beautiful landscapes. The Wye Valley and the Malvern Hills are the best known for their spectacular views accompanied by miles of countryside to explore on foot and on bike. If you are looking for an unforgettable day out then we can highly recommend a canoe trip on the beautiful River Wye, the fifth-longest river in the UK, spotting all the different types of wildlife as you paddle.

Herefordshire produces fabulous produce right on the doorstep. There are plenty of highly rated pubs and restaurants offering foodies and their families a fantastic tasting experience.

There are bustling farmers markets to attend, fascinating museums and The Courtyard theatre in Hereford is always worth a visit. Contemporary art and craft galleries can be found tucked in cobbled city lanes and in pretty black and white villages, often in heritage buildings. If you travel high in the hills you'll find Canwood Gallery and its exceptional sculpture park.

The popular market towns of Ledbury, Leominster, Bromyard, Kington and Ross-on-Wye welcome residents and visitors, boasting lots of small businesses if you are looking to buy something unique.



For more information on what Herefordshire has to offer take a look at the Visit Herefordshire website:  
[www.visitherefordshire.co.uk](http://www.visitherefordshire.co.uk)

# Travel networks

By Train Railway stations at Hereford, Leominster and Ledbury provide regular services to all major cities in the UK. Most major cities and airports can be reached in under 2 hours and London is just over three hours by high speed train. If you are travelling by car, the M5, M50 and nearby M4 provide excellent access to the UK and provide quick access to major cities and airports.

# Housing

The average house prices in Herefordshire are comparatively low compared to other south east cities. You get more for your money in the county and the added benefit of living in a beautiful rural area. Should you decide that you would like to live in the county, we offer a generous relocation allowance.

# Childcare

Choosing the right childcare can be a difficult decision for every parent. There are plenty of excellent providers across the county. You can find out more about childcare choices in Herefordshire by visiting the Talk Community website [www.talkcommunitydirectory.org/children-and-families/childcare/types-of-childcare/](http://www.talkcommunitydirectory.org/children-and-families/childcare/types-of-childcare/)

# Schools and education

We work with our colleagues in schools, colleges and early years providers to give the best support we can to provide children with a great education that will support them as they move forward with their lives.

We have over independent and publicly funded primary, secondary and special schools in Herefordshire. We're proud of the high standards in education, with 96% of primary schools rated as good or outstanding by Ofsted and 80% of secondary schools were rated as good or outstanding, putting Herefordshire in the top three Local Authorities in the West Midlands.

Herefordshire also has the Hereford College of Arts, which has a dedicated specialist focus on art, media, design, popular music and performing arts. Hereford Sixth Form College is one of the most successful sixth forms in the country and has been graded as Outstanding in all aspects of its work by Ofsted. Herefordshire & Ludlow College are providers of high quality education and training from foundation studies through to degree level courses. The New Model Institute for Technology and Engineering (NMITE) offers a new and unique approach to engineering education.

# Armed Forces support

Herefordshire Council is a member of the Herefordshire Armed Forces Covenant Partnership (HAFCP). The covenant recognises and remembers the sacrifices faced by the Armed Forces community and provides support for the local Armed Forces to help them integrate into life in the local communities.

The council has been recognised for its outstanding support to the Armed Forces Community, as an Employer Recognition Scheme Gold Award holder.



**ARMED FORCES  
COVENANT**

**EMPLOYER  
RECOGNITION  
SCHEME**

**GOLD AWARD**

# Our recruitment process

We have an easy 5 step recruitment process for you.

## [Video – Our 5 easy step recruitment process](#)

Just follow these easy steps with our recruitment partners [Hoople](#).

### **Step 1: Applying for your new job**

Search and apply for Herefordshire Council roles through Hoople Recruitment. Click "[Search our vacancies](#)" to access the vacancies page and when you're ready simply submit your CV for your perfect role.

### **Step 2: Selection and assessment**

If you are successfully shortlisted, Hoople Recruitment will contact you via email to arrange your interview and/or assessment. They will tell you the who, what and when, so keep an eye on your inbox.

### **Step 3: Feedback**

Following the interview, the hiring manager will contact you with feedback and let you know the outcome.

We are keeping our fingers crossed for you.

### **Step 4: Offer**

Any offer is initially conditional and subject to pre-employment checks carried out by Hoople Recruitment. On successful completion of these checks, Hoople Recruitment will confirm the offer with you.

### **Step 5: You've got the job**

**Success** - Hoople Recruitment will now provide your start date and induction information. Your new manager and Hoople contact will be available to answer any queries.

**Welcome to Herefordshire Council.**

**Good luck, we're looking forward to meeting you!**

Not quite ready just yet? That's not a problem, just plant the seed by submitting your CV and registering your interest with [Hoople Recruitment](#) now.

# Keep up to date with our latest news

You can keep up-to-date with the latest Herefordshire Council news by following us on Facebook, Twitter and Instagram and visit our website [www.herefordshire.gov.uk](http://www.herefordshire.gov.uk)





If you would like help to understand this document, or would like it in another format or language, please email: [communications@herefordshire.gov.uk](mailto:communications@herefordshire.gov.uk)

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