



Colchester
City Council

amphora

Welcome to Colchester City Council



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What is local government?

A question a lot of people ask, is, what is local government?

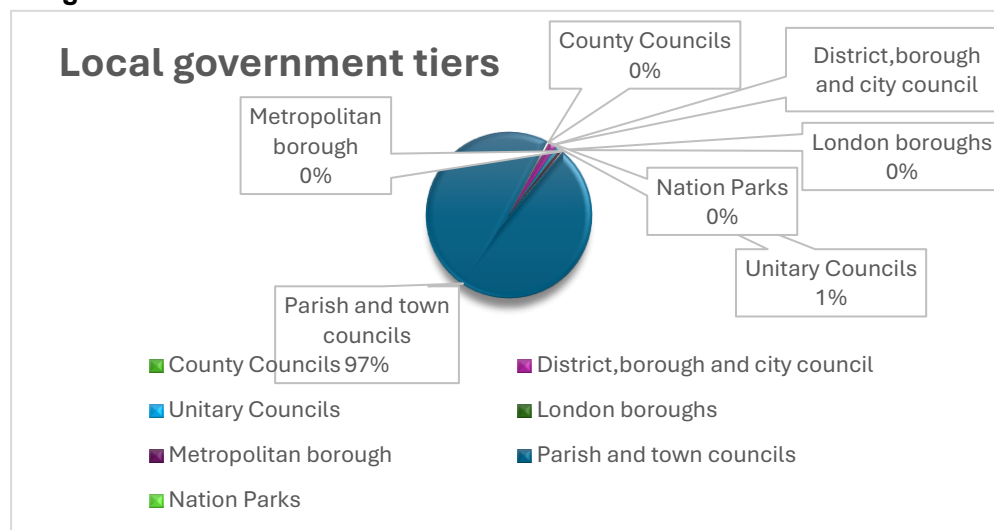
Local government touches the lives of everybody, every day. It is responsible for a range of vital services for people and businesses in defined areas. Among them are well known functions such as social care, schools, housing, planning and waste collection, but also lesser-known ones such as licensing, business support, registrar services and pest control.

In England, more than one million people work in local government across a range of different types of authorities, providing more than 800 different services to local communities.

Local councils, which is the most common type of local authority, are made up of Councillors who are elected by the public in local elections.

Councillors work with local people and partners, such as local businesses and other organisations, to agree and deliver on local priorities. The decisions are implemented by council staff who deliver services on a daily basis.

Types of local government



Depending on where you live, local government consists of at least one or two tiers of authorities. Two tiers, with responsibilities of local services divided between them:

- county councils
- district, borough or city council

One (unitary) tier providing all services:

- unitary councils
- London boroughs
- metropolitan boroughs

Across England, there are also around 9,000 parish and town councils, 10 National Parks responsible for conservation and promotion of scenic areas, as well as local authorities responsible specifically for policing and fire and rescue services.

Since the passing of new legislation in 2009, there is an additional type of regional authority, [Combined Authorities](#), where two or more councils collaborate and take collective decisions across council boundaries. The county councils are responsible for the services that are across the whole of the county, which covers areas like education, transport, planning, fire and public safety, social care, libraries, waste management and trading standards.



Introduction from our Chief Executive, Pamela Donnelly



Thank you for expressing an interest in working for Colchester City Council and taking the first step to a new and exciting career. Local government faces several challenges, but Colchester City Council is well placed to face those challenges, and you could play an important role in the task ahead.

Colchester City Council is a great place to work.

We have fantastic people who are wholly committed to public service and so many interesting jobs and careers for you to explore.

We have strong values which we live by and expect all our people to do so.

We are:

- Kind and respectful
- Committed to our skills, expertise and creativity
- Proud to work in public service
- Compassionate and show integrity
- Open and honest

Colchester has almost 200,000 residents and you have the chance to serve those residents in your chosen role. It is a privilege that we cherish, and we hope you will take the next step in joining us in that opportunity.

With best wishes.

Pam Donnelly
Chief Executive





Executive Director, Place
(Deputy Chief Executive)
Lindsay Barker



Strategic Director
Lucie Breadman



Chief Executive
Pam Donnelly



Strategic Director
Mandy Jones



Chief Operating Officer
Richard Block



Strategic Director
Rory Doyle

Our Senior Leadership Board is responsible for the delivery of the Council's key strategic priorities and outcomes and provide strategic leadership over key drivers including resources, organisational culture, environmental sustainability and reducing inequalities.

In addition, the Senior Leadership Board works with Councillors in seeking inward investment to Colchester, uses its own assets for further development and helps to deliver collective ambitions and priorities for the benefit of residents, businesses and visitors. This will include our assets such as Colchester Leisure World and Sport Park, Colchester Castle, Colchester Museums and Colchester Town Hall.

The Heads of Service have full responsibility for the day-to-day delivery of services, the implementation of plans, and the management of staff. To see our organisational structure please see the link [here](#).



The relationship with Councillors

At Colchester City Council we work closely with our Councillors to help make a difference to the lives of our residents. The current political make-up of the Council is (2024-2025):

- Conservative 19 (Group Leader - Councillor Paul Dundas)
- Liberal Democrats 14 (Group Leader - Councillor Martin Goss)
- Labour 14 (Group Leader - Councillor Julie Young)
- Green 3 (Group Leader - Councillor Richard Kirkby-Taylor)
- Independent 1

The Leader of the Council is elected at the Council's Annual Meeting. The Council is currently run by Liberal Democrat administration and the Council Leader is Councillor David King.

The Cabinet is made up of seven Councillors, each of whom is responsible for a specific area, known as a Portfolio.

You can access additional information about a Councillor within your local area by using our [website](#).

[A message from the Leader of the Council, Councillor David King.](#)



This is a great place to work, and we are a good employer. We care about our place, and we need you. Councillors can provide the political direction, set the budget, provide a Cabinet that can decide through the year on the issues of the day.

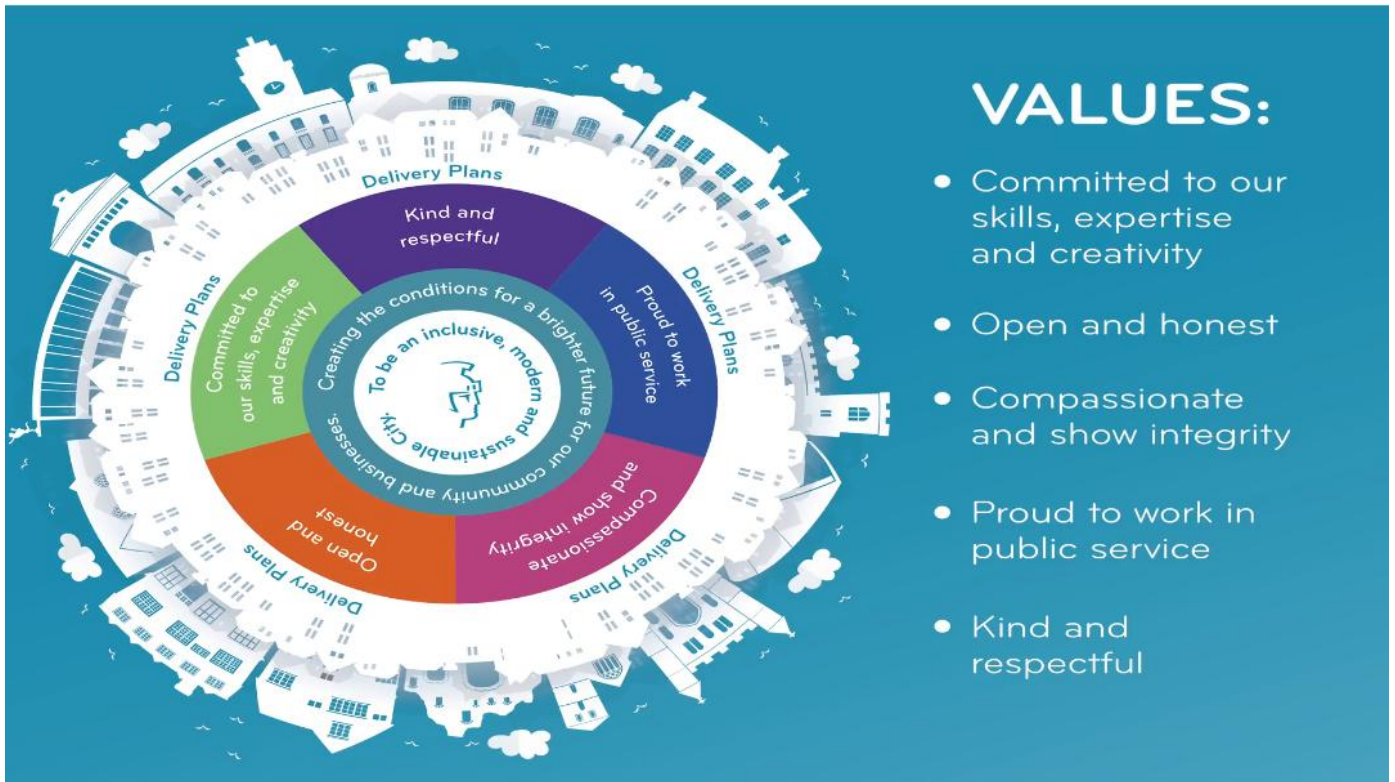
We can help officers understand what matters most to our residents. But only officers can undertake the work, and the range of roles is bigger than most understand. From back-office functions essential to every organisation to housing and democratic services, working with Councillors and the public and much more.

Together we affect the lives of our residents in matters large and small. From waste collection to our award-winning parks. We provide a voice on climate change, deliver housing to those most in need, and decide where they should be built. We work with our Health Partners on well-being and deprivation. With business on growing our economy. We look after our heritage and vibrant cultural sector and do what we can to draw in visitors to our city.

Working with us will provide opportunity and variety with an important role in the heart of our community. Join us!



Our Purpose, Vision and Values



At Colchester City Council our Purpose, Vision and Values are important to us all. These are known as the core beliefs to our organisation, and this helps define and shape our culture. This is all shaped by our staff, showing who we are and what matters to us as public servants.

Our Purpose:

Creating the conditions for a brighter future for our community and businesses.

Our Vision:

To be an inclusive, modern and sustainable City.

Our Values:

Working with residents, businesses and visitors to enable Colchester to thrive by embracing and embedding in our plans and day to day way of working with following the below values.

- **Committed to our skills, expertise and creativity**
- **Kind and Respectful**
- **Proud to work in public service**
- **Compassionate and show integrity**
- **Open and Honest**

This new vision will transform the way we work to allow us to unlock new possibilities, experiment without fear of failure, empower our communities and deliver our vision to our residents.



Our jobs



At Colchester City Council (CCC) we have a large range of different roles covering the [whole](#) of the organisation and our Amphora Commercial companies, some of which are listed below.

Democratic Services Officer

The purpose of this role is to undertake associated tasks related to the management of formal meetings, including preparing and publishing agendas, drafting reports and minutes and working closely with councillors and senior officers. They provide professional advice on democratic, governance and constitutional issues to enable the Council's decision-making process to function.

Multisite General Manager (Sport and Leisure)

To lead their teams to deliver an outstanding service at their sites and in the community. Provide day-to-day management of the centres, overseeing activities, delivering cost effective services and standards. They drive membership and swim lesson sales and secondary revenue whilst controlling expenditure, champion health and safety and service compliance with policies and procedures and ensure highest levels of customer service and staff engagement.



Events Manager

To develop a high quality and diverse programme of events at Charter Hall and other venues, maximising profitability through audience numbers, secondary spend and commercially negotiated event agreements. To ensure all events delivered are safe and align to CCC Events Policy and support the development of the place of [Colchester](#).



COLCHESTER
EVENTS

Sustainability Travel Business Engagement Lead

To lead on engagement with local businesses, business stakeholders and partners to help improve understanding and buy in of strategies, policies and projects to support sustainable travel taking place within Colchester and the positive business benefit this can bring. This role will also involve being a champion around sustainable travel and working with businesses and stakeholders to uptake sustainable travel and the use of the local sustainable travel service we provide as a council and other local organisation.

Engineering Manager – North Essex Parking Partnership (NEPP)

To provide an effective parking management service across the partnership area, including systems enabling the partnership to provide an effective service, including out of hours working. This role work with the public, voluntary and community groups, members of the Joint Parking Committee, senior managers and client officers.



Volunteer and Training Coordinator

Within this role, the post holder is responsible for promoting, developing and managing volunteers, work placements, interns and training opportunities within the museum services as part of the museum redevelopment project.

Working for a local authority does come with perks which have been listed on page 18, The benefits of working for Colchester City Council.



Hear from our Head of Services

To share a further insight with you into what our Services do, what teams this includes, some of the roles it covers and any day-to-day information on what work life could be like within their teams.

Head of Sport and Leisure – Vacant

Providing leisure and sporting facilities at [Leisure World Colchester](#); [Leisure World Northern Gateway](#); [Leisure World Highwoods](#); [Leisure World Tiptree](#) and [Aqua Springs](#). Operating [Colchester Tennis Centre](#). Provision of advice and support to organisations developing leisure and sport facilities or opportunities across the City.



Interim Head of Parking – Jake England

The North Essex Parking Partnership (NEPP) operates a shared service model across six council boundaries in North Essex.

NEPP operates parking services, administration, and consultancy services for its partners, from 'traffic warden' officer patrols, to technical repairs, operating permit systems and following up penalties through to debt collection. Technology underpins much of the operation.

The service is divided into operational services: -

- 50 staff which patrol highway and car park areas, their supervisors and managers who allocate duties and beats, oversee the vehicles used by officers, maintain equipment, and respond to requests from the public.
- A team that ensures all the parking machines are operating, maintaining them in working order. This team also installs, repairs, and replaces signage.
- A team of office staff follows up the processing of notices, ensures permits are correctly issued, manages inbox and correspondence, deals with appeals, reconciles income, and keeps systems running.
- A team implements new and updated parking schemes, involving mapping systems, legal documents, administering consultations and setting out schemes on site, working with the lining gangs who paint yellow lines and parking bays.
- Managers oversee the policy and strategy of the service and report to Committee and Councillors.



Head of Museums, Culture and Tourism – Frank Hargrave

Tourism is worth over 360 million pounds to the economy of Colchester each year and supports over 6,000 jobs. The Council is committed to maintaining Colchester as a leading visitor destination in the East of England, growing the value of the visitor economy as a contributor to local Gross Domestic Product (GDP), and providing a professional and friendly welcome to visitors from across the world and closer to home.

Operational tourism and provision of the Visit Colchester information service including the Visitor Information Centre in Hollytree's Museum and serve at the info points.

Promotion of the City of Colchester through the Visit Colchester brand including www.visitcolchester.com , Visit Colchester social media feeds and promotional campaigns and events.

- Maintaining collaborative relationships with businesses and stakeholders in the tourism sector.
- District Membership of Visit Essex, liaison with national tourism bodies and initiatives.
- Arts and Culture Colchester is the leading cultural hub in Essex, with three Arts Council England National Portfolio Organisations (NPOs) and a thriving community of arts practitioners.
- Through the Strategic Arts Grants programme, the Council supports Colchester's NPOs enabling their community and access programmes.
- The Council owns and invests in key physical cultural assets including the Mercury Theatre and Firstsite buildings.
- Maintaining a close collaborative relationship with Arts Council England and leveraging in investment through one off capital grants.



Head of Operational Finance – Sam Preston

Operational finance covers the teams that are listed below, alongside these teams will be a brief description of what they do.

Business Rates Team deal with the below areas in their day to day tasks and responsibilities.

- Over £62,000,000 distributed in Covid-19 business grants
- 6,190 non-domestic properties in the ratings list with a collectable amount of £66,800,000
- Discretionary Rates Relief Policy - assisting businesses with reducing their Rates where possible
- On-going digitalisation of processes
- Inspections

Corporate Debt are responsible for the debt recovery for council tax, the team also must deal with some complex cases including bankruptcy, charging orders and committals. The team also must work alongside breathing space, enforcement agent contracts and debt policies.



Housing Benefits and Local Council Tax Support team

This is a focused team distributing eligible benefit quickly - £33m in 2023/24 for Housing Benefit, £9.4m in Local Council Tax Support in 2023/24. For 2023/24 the average time to process new claims and changes was 3 days (target 5 days). The teams' performance is ranked in the national top quartile and is among the best in Essex. Maximising subsidies return from the Department for Work and Pensions a key focus.

Land Charges Team

The land charges team support the purchasing of land and properties across the city of Colchester. The team manages information in relation to local land charges and request for information.

Procurement and Purchasing Teams

Our Procurement team are responsible for the tender process and managing contracts for Colchester City Council (CCC), Colchester Borough Homes (CBH) and Amphora Trading Ltd.

Our Purchasing Team manage our new suppliers on behalf of CCC and Amphora companies as well as managing Purchase Orders on behalf of CCC. They also administer the Lloyds purchase card scheme across CCC.

Income Team and Accounts Payable

Our Income team are responsible for the collection and recovery of sundry debt on behalf of CCC, CBH and Amphora companies, following the guidance in the Income and Debt Policy. Our Accounts Payable Team process payments to suppliers on behalf of CCC, CBH and Amphora companies, as well as managing refunds, and ensuring compliance with CIS and VAT legislation and returns.

Head of People – Jess Douglas

Our people are our most important asset. The Head of People manages three teams - the HR Service Centre, MyLearning and the People Business Partners. The People team deal with a range of different areas including Strategic HR, organisational development and corporate policies.

The MyLearning team provide administrative support for all People related projects, including the Transformation Leadership Programme, the People Strategy, Apprenticeship programme, Wellbeing and Coaching and Mentoring as well as leadership and development for the organisation.

The People Business Partners work alongside Heads of Service and their management teams to provide a strategic, single point of contact for professional advice and support on the overall delivery of a full range of People projects and activities in support of the achievement of the Strategic Plan, individual summary service plans and organisational goals and cultural change programme.

In CCC we have a HR Service Centre team that provide an effective, efficient and customer focused People Service, which includes the provision of support, guidance, advice, accurate and timely payroll input and delivery to managers and staff covering the entire employee life cycle. The team also work on recruitment, starters and leavers, HR self- service. Our payroll team are part of a shared payroll service with Braintree District Council.



Head of Assets – Patricia Barry (Interim Lead)

Our current Assets department has just undertaken a review and has formed a new structure which includes four new teams, Assets Planning, Investment Delivery, Building Operations and Assurances and Risk. The Asset department is full of lean agile teams that can react immediately and have a high number of highly skilled/grades individuals acting to intelligent clients who can commission works. The teams provide professional property and commercial development skills and expertise to the Council and other public and private sector clients to deliver a range of estate management, economic regeneration and commercial investment and development aspirations. This includes delivery of the ambitious Colchester Northern Gateway development which in 2021 saw the completion and opening of the Sports Park.

Head of Governance – Andrew Weavers

If you are interested in democracy and governance and being at the heart of local decision making, then working for the Council's Governance team will enable this.

The **Democratic team** works very closely with all councillors and other stakeholders in supporting the decisions (committee meetings etc) which affect the residents of Colchester. The **Elections team** run all election in Colchester and is at the heart of the democratic process, managing elections for the City Council, parish council's Essex County council and other bodies.

The Council's **Legal team** provides legal advice to the Council and all its departments on arrange of issues which include may different legal action which contribute the quality of life or residents

The Council's **Corporate Governance team** manage internal audit, health and safety, insurance, business continuity and emergency planning. The team also support the civic traditions of Colchester including the Mayoralty where the Mayor is the first citizen of Colchester.

So, if you are interested in making a contribution to civic life in Colchester then a role within the Council's Governance team is the opportunity you have been waiting for.

Head of Public Protection – Andrew Tyrrell

Imagine a career where every day is an opportunity to make a meaningful difference in someone's life or even save lives.

Your initial impression may be that working for a Council, in a "regulatory" role, might be boring. However, our teams provide vital quality assurance, enforcing standards, solving problems and ensure all of the diverse people within our communities can remain safe, protected, and enjoy life.

If you are in your own home, at work, shopping, eating out, drinking, or getting a taxi home on your own, then our teams from building control, food safety, environmental protection, pest control, licensing, community safety, safeguarding, healthy homes, and disabled facilities grants, or private sector housing have probably already checked these activities were safe for you to enjoy. **Public Protection** is the backbone of a thriving, safe, and enjoyable community. A career in these areas could see you ensure that a building under construction will be safe to escape from if there is a fire in the future.

You could be sampling oysters, or checking for contamination hazards in kitchens and factories, which will prevent an outbreak of food poisoning. Who do you think checks those portable food pop-ups at festivals are actually hygienic, and did you know it is our **Environmental Protection** officers who help ensure the neighbours do not suffer too much noise and disturbance?



For the types of creepy crawlies you do not like, our pest control will get rid of them for you. For the animals you like more, we licence premises to ensure they are properly looked after, including the zoo!

Our **community safety and safeguarding teams** work across multiple agencies, including the police, with instrumental prevention work that reduces knife crime, Anti-Social Behaviour, drug and alcohol addictions, spiking, domestic abuse, and sexual exploitation. You can help keep our neighbourhoods clean, vibrant, and secure.

Similarly, our **Private Sector Housing** team battle rogue landlords, ensuring households don't suffer with damp and mould, or other problems that will harm their health. It is also reassuring to know that if you had a life changing accident, or long-term illness, we help fund and deliver adaptations to properties so that disabled people can remain in their own home and living independently.

So, is it boring? No! It is diverse, challenging, and ultimately very rewarding. A career in these areas will ensure you will have a direct and positive impact on many lives. It is not about regulation and enforcement, it is empathy, understanding people, their diversity and complexities, rising to challenges, problem-solving, innovation, and working closely with others to benefit everyone. There is a great sense of social value and accomplishment in these careers.

Interim Head of Strategic Parking, Recycling & Refuse – Richard Walker

As the Head of Neighbourhood Services, I'm excited to invite you to explore a career that's all about making a real impact in your community. Our team is at the heart of creating vibrant, safe, and sustainable neighbourhoods, and we're looking for passionate individuals like you to join us.

Here's what we do:

Recycling and Refuse: Imagine leading efforts to ensure every household in our City has reliable recycling and waste services. You'd be part of a team making a difference in reducing waste and promoting a greener environment.

Street Care and Safety: You'll help keep our streets clean and safe, manage public spaces, and support the town centre's role in driving local business and tourism. Your work will directly impact how our community experiences its surroundings.

Town Centre: Play a role in enhancing the town centre's charm and functionality, supporting economic and cultural activities that make our area thrive.

Community Education and Engagement: Get involved in inspiring and educating residents about environmental practices, working with local partners to create positive change in the community.

Business Improvement: Use data and innovative thinking to drive continuous improvement in our services, ensuring we always deliver the best for our residents.

By joining our team, you'll be part of a dynamic and supportive environment where every day brings new challenges and opportunities to grow. If you're excited about creating a positive impact, developing new skills, and working with a dedicated team, a career in Neighbourhood Services could be the perfect fit for you. Come and be a part of something meaningful!



Head of Economic Growth – Matt Sterling

The Economic Growth team work on a wide range of projects to boost the economy of the city from:

- spending multi-million-pound Government grants to make the City Centre more vibrant, to
- giving out funding directly to rural businesses to help them diversify.

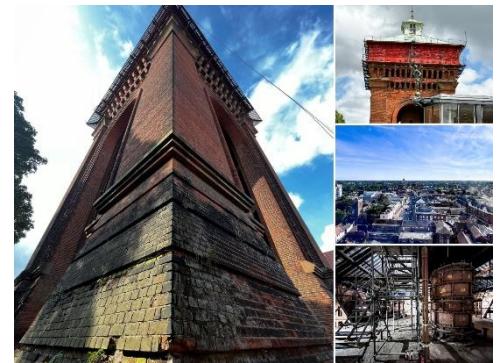
Our work is extremely varied and often involves projects that last many years. For example, we are currently working on projects funded with approximately £40m of Government grants on projects such as restoring the Jumbo water tower and opening it as visitor attraction, making public spaces in the City Centre more attractive, and improving the facilities for young people at Youth Centres. We work with many partners such as businesses, Essex County Council, and voluntary organisations and even though we are a small team, we try to have a much bigger impact.

You can find out more about some of our work here:

www.colchester.gov.uk/colchester-economic-development/

And take a look at our interactive map of our City Centre projects here:

www.colchester.gov.uk/citycentre/



Head of Planning, Sustainability & Climate Change – Simon Cairns

The **Parks, Countryside and Open Spaces Team** lead on managing and enabling access to blue (rivers, coastlines and lakes) and green (Country Parks and open space) places. They also oversee the Grounds Maintenance contract for the whole City.

This very much hands-on area of work covers inspecting, maintaining and developing sites. Some roles are specialised such as our Tree Inspector and Ranger roles that traditionally require higher level qualifications as well as skill-based courses. Some roles can be learnt through vocational training and on the job experience such as our Play Parks inspector and some are more traditional trade skill based such as our Maintenance Technician. Apprenticeships and volunteering can also be good ways into the industry. Career path areas to investigate further are, [Tree Management](#), [Careers in Conservation Guide](#), [Horticulture](#).

Climate Change and Sustainability Team



The Sustainability, Transport and Climate Change team is an effective unit that delivers on the Council's response to the climate emergency, promoting active travel and sustainable modes of transport, providing effective energy management and promoting energy efficiency for residents.

The Sustainability and Climate Change Manager leads the team, which is comprised of two joint Transport and Sustainability Joint Leads, two Transport and Sustainability Project Officers, the Climate Emergency Officer and the Energy Manager.

A working day may see the team delivering projects, identifying ways to reduce energy, writing reports and attending local events to promote active travel and energy efficiency.



Head of Planning, Sustainability & Climate Change - Simon Cairns

A town planner helps communities, businesses and politicians to agree the best way to use land and buildings. A planner's main aim is achieving sustainability. This means balancing different social, environmental and economic issues when official decisions are made on whether and how land is developed. Another way to describe this job is 'making places', such as towns, for people to live and work. Planners do not construct buildings but recommend how and where buildings should be built, what they should be used for and how they should fit into the local surroundings.

Projects and responsibilities:

- Making sure people have access to homes, jobs and facilities such as schools, hospitals and open spaces
- Designing new towns, garden cities or villages
- Balancing the needs of communities, businesses and the environment
- Setting out and using development rules and guidelines across the country
- Protecting buildings and areas that are of environmental, historical or architectural importance
- Preparing and assessing applications for new buildings, masterplans or land uses
- Meeting architects and local people, explaining ideas and proposals, and listening to other people's views
- Designating suitable land for future development and making sure it becomes available
- Presenting to committees and meetings on planning proposal



Head of Strategic Housing – Philip Sullivan

Colchester City Council is ambitious in the use, management and development of its housing. Our plans to create and acquire new, Council-owned, affordable homes does not distract from the desire to provide high quality, safe, homes for our existing tenants and contribute to the Council's target to ensure all of our housing stock meets the standard of engineering, Procurement and Construction (EPC) Band C by 2030.

We have nearly 6,000 Council homes with a Housing Improvement Plan of over £7m a year, working to deliver this with our Arm's Length Management Organisation (ALMO), [Colchester Borough Homes](#).



We want people who will lead, making decisions with our ALMO and other project teams to deliver our asset management strategy, Housing Revenue Account Business Plan and key performance indicators. In return, there are opportunities to achieve great outcomes for residents, introduce new ideas, and gain excellent career development.

You would work with a diverse range of people, from colleagues in planning, finance, and legal services, through to Councillors, residents and contractors.

You would need to be solution focussed, good with all forms of communication, highly organised with a methodical approach. You will be passionate about making a difference to the lives of real people, including more vulnerable groups.



Head of Health Partnerships and Wellbeing - Michelle Tarbun

As part of the Senior Leadership Team, I work alongside colleagues and Councillors on strategic, corporate and operational issues

I lead fabulous teams to support our communities. A few examples of how we assist are improving [digital equality](#), maximizing income, employment advice, resettlement, increasing physical activity and lots more. I work with Health colleagues and system partners to try and reduce inequalities in Colchester and increase healthy life expectancy.



I also lead Bereavement Services, based at the 70-acre Cemetery and Crematorium on Mersea Road. The experienced team deliver a professional and sensitive service, carrying out approximately 1700 funerals every year and administering over 10 memorial schemes for the residents of Colchester and surrounding areas at an extremely difficult time in their lives.



Head of Digital, IT and Information Governance – Darren Kidson

I'm the Head of ICT for Colchester City and Epping Forest District Councils. Both councils you say? That's because Colchester and Epping Forest are committed to working closer together, finding solutions and building in resilience into our services by sharing knowledge and experience. Both Councils' ICT covers about 80 staff, and we all try to meet up at least four times per year on an away day to help plan our work, and to keep in touch.

Our Director is Melissa Kemp-Salt, I am responsible for the ICT (or what is becoming more known as digital) part of Mel's area, with other colleagues in Mel's directorate responsible for Transformation, which include PMOs (programme / project management officers).

There are varied roles in ICT, covering applications management, infrastructure (such as network), service desk (the face of ICT, dealing with the majority of requests for ICT help), cloud (where some of our applications and other services are based), supplier and relationship management (covering those that supply services to us and those we supply to, for example, our colleagues in our Councils), website, GIS/mapping (and everything spatial that's used to map our districts), hardware (for example, laptops and telephony that our staff use to deliver services to residents), and development of new applications and services. We have a mix of people from all walks of life, with many different skills and experiences, with provide a varied environment. Some of our people have been trained into their roles, whilst others arrived already practised in their areas of expertise. Within Colchester City Council, we also manage Data Protection



Days are varied within ICT, with a mix of project work, working to ensure our services are the best they can be, and dealing with ad hoc requests for help and support. This can be across many of the different areas we manage. Typical role types we have range from developer (a programmer), information analyst (dealing with data), through to a network engineer.

We have a directorate pledge ABC... **A**gents for Change, **B**rilliant Basics (essentially, a great experience first time), and **C**ustomer Service. If you have a passion for technology and can help us deliver our pledge, you'd be an excellent addition to our team.

Communication and Marketing Team -

This team sits under our Senior Leadership Board and cover strategic communications, marketing, digital marketing, contact with the media, internal communications, corporate social media and graphic design.



Here are the links to our social media accounts.

[LinkedIn – Colchester City Council](#)

[Facebook – Colchester City Council](#)

[Instagram - @ColchesterCityCouncil](#)

[X - @yourcolchester](#)

[YouTube - @ColchesterCBC](#)



Contact and Support Team -

Contact and Support are a team of experts that deliver a front-line service providing a high standard of customer service to residents, tenants, landlords and local businesses. The service is crucial in providing streamlined and seamless journey for customers and ensuring that regardless of the query/report, it is dealt with professionally and correctly at first point of contact. The Contact and Support team hold the Customer Service Excellence accreditation.

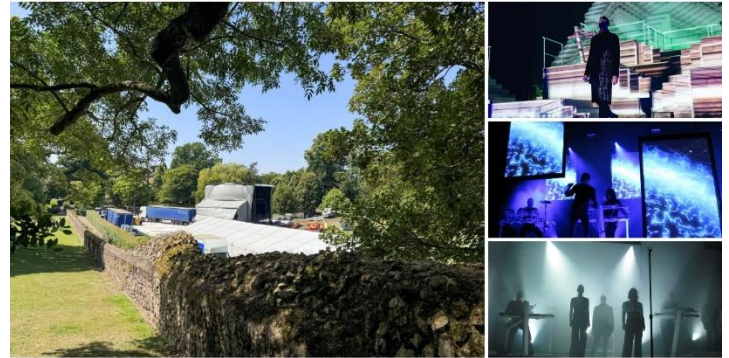


Colchester Commercial Holdings Limited (CCHL) – Managing Director Simon Coward

CCHL also covers Colchester Amphora Trading Limited (CATL), and through our Amphora Trading company we generate commercial income to ensure the Council is best placed to face the significant financial challenges that lay ahead.

The company delivers diverse trading services, capital project developments and key commercial services and functions for CCC, for which it receives a management fee.

Its portfolio includes Colchester Events, Venues and Weddings; Helpline - a careline monitoring and lifting service supporting vulnerable residents in the borough; Closed Circuit Television (CCTV) including delivery of its digital transformation; and Local Full Fibre Networks (LFFN) – comprising delivery of the full fibre network to provide gigabit connectivity to homes and businesses across Colchester.



Structure and Governance

CCHL is a company limited by shares, wholly owned by Colchester City Council. [You can view our structure chart here.](#)

All are responsible for making decisions, providing leadership and monitoring the performance of the company.

On behalf of the Council, the Cabinet is required to approve any decisions that would affect the shareholder's rights, under the Group Governance Agreement between CCC and CCHL and the subsidiaries.

CCHL reports to the CCHL Board and CCC's Governance and Audit Committee (shareholder committee) and is subject to any audit and inspection requirements of the Council.

The Council continues to provide support services to CCHL through Service Level Agreements (SLAs). These include HR support, Finance, ICT, Customer Services, Insurance and Legal support, Communications and Marketing, and provision of fleet services.

Any agreed net profits made will either be available for distribution to CCC to invest in local services or will be reinvested back into the companies for continued income generation.

For more information about Colchester Commercial Holdings Limited Amphora (CCHL) please watch this short video [here](#).



The benefits of working for Colchester City Council

At Colchester City Council we offer our employees a range of voluntary and flexible benefits to complement your lifestyle needs. These include:



Local Government pension scheme plus MyMoneyMatters shared cost additional voluntary contribution scheme



Free gym membership at our Sport & Leisure sites and subsidised rate for full membership packages plus other wellbeing incentives/checks



Hybrid working, flexitime and flexible working policies



"Bike2Work" salary sacrifice scheme – large discounts on bikes and accessories



Public transport discounts – up to 50%



Discounted car parking facilities and car share scheme



Relocation package (criteria based)



A range of local and national discounts on products and services



Financial support for continuous professional and personal development



Employee Assistance Programme – free confidential, independent support and advice.



Paid Carers Leave (criteria based)



Up to two days Volunteering Leave



Wagestream

As well as these staff benefits, we also provide a range of different support groups that we encourage our employees to be a part of, to have a chance to share ideas, skills and passions.

- **The Speak Up Now (SUN) Group** - The Speak Up Now! group consists of a core group of staff with diverse knowledge; skills and experience to best represent all staff. Representatives feed in key ideas, suggestions, and thoughts on the way CCC work and new initiatives, as well as cascading information in their service area.
- **Mental Health First Aiders** - A Mental Health First Aider in the workplace is a point of contact for a employee who is experiencing a mental health issue or emotional distress. This interaction could range from having an initial conversation through to supporting the person to get appropriate help.
- **Wellbeing Champions** - A Wellbeing Champion is a point of contact for service areas in relation to the Wellbeing Programme at Colchester City Council. They highlight and run a variety of wellbeing activities throughout the year.
- **Equality, Diversity, and Inclusion (EDI) Champions**- At CCC, CCHL & CBH we have created a shared Equality, Diversity, and Inclusion working group. Within this group we have a large attendance from multiple service areas throughout all organisations and a group of dedicated champions. Our champions have all chosen a protected characteristic as their focus but will also support in all areas. The champion roles are to support colleagues and the EDI Lead in increasing awareness and promoting a better culture in our workplace.
- **Designated Safeguarding Officers (DSO)** – We have several Safeguarding Officers who are a point of contact for safeguarding issues within the organisation.



Apprenticeships and Work Experience

At Colchester City Council (CCC) we offer apprenticeships both externally and internally, recruiting external apprentices and also encourage staff to complete apprenticeships as part of their current role to help with upskilling and development.

We advertise external apprenticeships on our website, [the job page](#), where you can follow a simple application process just like all our other jobs. These apprenticeships come up at all times, so please subscribe to our job page for notifications.

An apprenticeship scheme includes:

- a comprehensive learning and development programme
- induction and on-the-job training, project work, job shadowing, allocated workplace mentoring and buddying, as well as attending workshops and training courses
- dedicated study/training time with a recognised training provider, either on-site or by day release
- The apprenticeship pay rate at CCC has been agreed as the [National Minimum Wage by age](#) - this is more than the hourly National Minimum Wage (NMW) rate for apprentices and CCC apprentices gets the NMW for their age straight away without having to complete the first year of an apprenticeship or be 19.

Here are some past statements from past apprentices and work experience individuals within CCC:

"I started a Level 5 Apprenticeship in HR Consultancy/Business Partner, with Colchester Institute in September 2019 and completed it in April 2022, with a Distinction. This was the equivalent to a foundation degree. At the end course not only did I have my Diploma, but I also received my Chartered Institute of Personnel and Development qualification, or CIPD for short. This is a widely recognised HR qualification which would enable me to progress in my HR career."

"Career Track deliver the apprenticeship really professionally and provide plenty of guidance and support if necessary."

During my placement I have worked with the Communications and Marketing team on executing Marcomms strategies to deliver strategic goals for the Council across press, paid media, email marketing and web content. I also worked with HR to coordinate staff-wide internal communications and produce digital eLearning. It has allowed me to apply a range of skills and knowledge in a practical setting. In particular, I have enjoyed providing actionable recommendations for communication strategies by analysing complex data. Colchester City Council is an incredibly welcoming workplace and provides a very supportive environment in which to learn and grow. Undertaking a placement is also a great opportunity to gain valuable insight into the themes and priorities of the public sector and I would thoroughly recommend applying to anyone. – RD

We also offer work experience placements. Every year we offer a variety of opportunities to gain voluntary work experience with our services. Our placement lengths vary according to the needs and interests of the individual applicant, as well as the resources and workload of the department hosting the placement.

Here are some of the placements we are offer:

- Customer Services
- Environmental Health
- Communications and Marketing
- Crematorium and Cemetery
- Human Resources
- Strategic Research



Links information

Page number	Links
3 – What is Local Government	https://www.local.gov.uk/topics/devolution/devolution-online-hub/devolution-explained/combined-authorities
4/5 – Induction from our Chief Executive, Pamela Donnelly	https://colchmy.sharepoint.com/my?id=%2Fpersonal%2Fraven_galloway_colchester_gov_uk%2FDocuments%2FPictures%2FOrganisation%20Chart%20CC%20PNG&parent=%2Fpersonal%2Fraven_galloway_colchester_gov_uk%2FDocuments%2FPictures&ga=1
6 – The relationships with Councillors	https://www.colchester.gov.uk/elections/councillors/
9 – Our jobs	https://www.colchester.gov.uk https://colchester-events.co.uk/whats-on/
11 – Head of Service Statements	https://colchesterleisureworld.co.uk
12 – Head of Service Statements	https://www.visitcolchester.com
13 – Head of Service Statements	https://uk.linkedin.com/company/colchester-city-council https://www.facebook.com/enjoycolchester https://www.instagram.com/colchestercitycouncil/ https://x.com/yourcolchester https://www.youtube.com/user/ColchesterCBC
16 – Head of Service Statements	https://www.colchester.gov.uk/colchester-economic-development/ https://www.colchester.gov.uk/citycentre/
17 – Head of Service Statements	https://www.trees.org.uk/Careers/Careers-in-Arboriculture https://www.countryside-jobs.com/jobs/jobs-information/helpful-hints https://www.rhs.org.uk/education-learning/careers-horticulture
18 – Head of Service Statements	https://cbhomes.org.uk https://www.colchester.gov.uk/digitalaccesssupport/
19 – Head of Service Statements	https://colch.sharepoint.com/:p:/s/ColinIntranet/ETxBPKjB6TpCpYWylGs9whUB9XyYISqWkyKvFWTvbouJuA?e=4%3AzkgoXj&at=9&CID=34030BFB-5DF2-44B3-BC36-08431730BB0A&wdLOR=c45363B1A-80D5-4C91-A2BF-9B71506DF28B https://www.youtube.com/watch?v=Pk4gAovodyo
22 – Apprenticeships and Work experience	https://www.colchester.gov.uk/jobs/apprenticeships-work-experience-and-volunteering/?id=&page=work--experience https://www.gov.uk/national-minimum-wage-rates

