



PROSPECTUS

Graduate Experience

EMPLOYMENT PROGRAMME
2017-18

About our Council

Dumfries and Galloway Council is made up of 4 Directorates, who provide more than 200 services and employ just over 7,000 people.

These are;

- Children, Young People and Lifelong Learning
- Communities
- Corporate Services
- Economy, Environment and Infrastructure

Our Council is responsible for teaching our children, emptying our bins, caring for the vulnerable and elderly, running libraries, keeping public spaces and parks safe and clean. We also fix the roads, grant licences, make sure cafes and restaurants are fit to serve food and drink and administer grants and benefits to those who need it most.

The Council is run by Councillors, who are elected by the residents of Dumfries and Galloway. We have 45 Councillors, who operate in 12 Wards across the region.

Dumfries and Galloway Council has a simple vision – To make Dumfries and Galloway the best place to live, learn, work, visit and grow.





I would like to welcome you to the 2017/18 Dumfries and Galloway Council Graduate Experience Employment Programme. In this prospectus you'll find information about our Council and the ten placements we have available this year.

The programme is now in its sixth year and continues to be one of our Council's success stories. Over the past 5 years over 80% of Graduates have gone on to gain employment within the region after completing their placement – many of these have been with our Council.

The placements available this year offer some wonderful opportunities to get your teeth into some interesting, valuable and innovative projects. You could assist us to provide a more effective service to homeless people, you could help us work more efficiently in our finance and procurement team or you could lead on a major overhaul of one of our Council's most critical computer systems. Whatever placement interests you, please be assured that by working for Dumfries and Galloway Council, you'll be making a real difference to the people of Dumfries and Galloway.

Our Council is a great place to work and learn. Our excellent staff will welcome and support you as a professional colleague and I am sure if successful you will make many lasting friendships.

I hope you consider applying for the programme and wish you all the best with your application.

Gavin Stevenson
Chief Executive
Dumfries and Galloway Council



Our Commitment to you

In delivering the Graduate Experience Employment Programme we will make the following commitment to you:

- We will offer meaningful employment which is related to your recent degree studies and allows you the chance to actively contribute to our Council's objectives whilst gaining knowledge, skills and experience which will enhance your future employability
- We will offer a range of learning and development opportunities through practical experience, including allocating a specific piece of project work for which you will be responsible
- A Training Plan will be in place to enhance your skills which will include Presentation Skills and Project Management
- We will agree and set personal objectives from the start and ensure your performance is reviewed regularly in line with these in order to make sure you are getting the most out of your placement
- We will ensure effective mentoring and coaching arrangements are in place in order that you are fully supported in achieving the objectives set at the outset of your placement

Your commitment to Dumfries and Galloway Council

In return, you will be expected to:

- Take a proactive approach to advancing your own personal development
- Take full advantage of any learning and development opportunities made available to you
- Take ownership of a specific piece of work, contributing to the achievement of Council objectives
- Carry out your placement to the highest standards
- Listen to and value the opinions of others
- Treat your colleagues and members of the public fairly and with respect
- Work safely and follow appropriate procedures
- Let your manager know of any difficulties you are having



Roles and Opportunities

In order to realise benefits both in terms of your graduate experience and skills gained, and also ensure added value to Council services as part of your experience, the opportunities will:

- Focus on service improvement or change activities that help us deliver our priorities;
- Allow you to take ownership of a specific piece of work;
- Deliver the outcomes/outputs within the term of your placement.

Principles of the Graduate Experience Employment Programme

The Graduate Experience Employment Programme is built around the six principles of the Chartered Institute of Personnel and Development (CIPD) graduate internship charter. In line with this, we will ensure that:-

Recruitment

Recruitment shall be conducted in an open and rigorous way to enable fair and equal access to available placements. This will be conducted through an Assessment Day which will include a formal interview.

Induction

You will receive a proper induction to welcome you to our Council. We understand that it is important to introduce you to the staff you will be working with and to the values, aims and objectives of our Council to help you integrate into your team and to the Organisation. This will also ensure that you receive the full benefit of the programme.

Supervision

You will report to your Service Manager who has oversight for your assignment throughout your placement and will be supported by other staff as required. This will give you access to a breadth of knowledge and experience to ensure you get the most from this programme.

You will also be assigned a dedicated mentor to coach you as well as act as an additional point of contact for any questions you may have throughout your placement. Your mentor will, with you, evaluate your time with Dumfries and Galloway Council including reflecting on the targets you set at the beginning and how you progressed against these.

TIMELINE



QUOTES FROM GRADUATES

Lindsay Turpie:

"The Graduate Programme has given me a good understanding of how the Council operates and a broad overview of the many areas of work that it is responsible for. I have had the opportunity to be involved in various tasks and attended a range of meetings and conferences. I have been given a great deal of responsibility, taking the lead on a number of tasks and projects. I have really enjoyed the Graduate Programme, the different experiences that it has exposed me to and the many people that I have met."

Connor Burgess:

"The graduate scheme is a fantastic opportunity no matter what you want to get out of it. I have gained experience, training, knowledge and have had a positive experience working. The team I have worked with are supportive and friendly and have made an easy and enjoyable working environment, while the training I have received has been varied, interesting and will be helpful no matter what I move onto."

Karla Dickie:

"The graduate programme placed me in a great department where I was given the opportunity to learn about what the Council's Countryside Services team do. I was mostly office based but also benefitted from going on site visits and gaining practical experience at various locations throughout Dumfries & Galloway. Although I didn't have much background knowledge on issues regarding the countryside, my mentor, along with the rest of the team, went out of their way to teach me. I'm leaving the graduate programme with a new set of skills and renewed confidence."

Melissa Irving:

"I have gained a great deal of experience whilst on Dumfries and Galloway Council Graduate Programme. Working within a team, in an office based environment at DGTAP Employability, has allowed me to build professional experience since graduating from university."

Graduates 2016/17



Picture above shows the 2016/17 Graduates
(top left to right) Lois Cooke, Sandi Conway, Ryan Glass, Lindsay Turpie, Connor Burgess.
(bottom left to right) Melissa Irving, Karla Dickie, Chelsey Hunter, Aaron Jardine, Hannah Gault.

Lois Cooke

The Bridge, Educational Trust
Publicity and Promotion

Sandi Conway

Create a Financial Harm Toolkit

Ryan Glass

ICT Review – Adult Resource
Centres SWS

Lindsay Turpie

Records Management – Children,
Young People and Lifelong
Learning

Connor Burgess

Records and Information
Management Improvement
Programme

Melissa Irving

Supporting our Youth Guarantee
for Dumfries and Galloway

Karla Dickie

Visitor and Customer
Engagement – Countryside
Services

Chelsey Hunter

Development of a Financial
Management Training Module

Aaron Jardine

Grounds Maintenance GIS Asset
Information

Hannah Gault

The Kirkcudbright Artists
Collection: Document, Research
and Display

Customer Services

Department : Communities

This placement will focus on the development of our Council's Customer Relationship Management (CRM) system.

We want to improve our customer service and be more comprehensive in the way we deal with customers right across our Council. Customer service covers all aspects of Council work. Whether you're phoning with a query on Council tax right to organising care for an elderly relative, it is important that the public's first contact with our council is a positive experience.

This project will focus on the following areas to review and improve the CRM system;

- Mapping business processes
- Re-engineering business processes
- Script configuration
- Report design
- Liaising with relevant departments

Our Council has a Customer Strategy, Charter and Standards. This project will review the business processes, and re-engineer them with a customer and efficiency focus looking at the Customer Strategy, Charter, Standards, and Channel Shift. These processes will then be scripted within the Corporate Customer Relationship Management system, allowing them to be delivered and managed more efficiently. Notifications of issues to back office departments can be made automatically with no manual input, creating efficiencies in the front office delivery.

We're looking for someone who is energetic, enthusiastic and confident with a real desire to make changes and show their innovative skills. Good administrative and computing skills would be of benefit, along with an understanding of the importance of business processes and how they work.

If you'd like to shape the way Dumfries and Galloway Council handles customer service then this could be the placement for you.

Customer Services (Homeless)

Department : Communities

The Graduate will be required to use benchmarking information from other local authorities as well as other Registered Social Landlords (RSL) partners to establish the most effective way of collating information.

Working with staff and partners, a new form is to be developed to help inform key delivery areas of the service. This information would be used to develop a Service User Consultation strategy. This will include how to communicate with hard to reach clients. They will also assist with setting up measures of analysing information from Homeless clients on an ongoing basis to help develop the current service.

The Key areas for development will be, access to the homeless service, temporary accommodation, assessment and decision making, and communication. The information from these areas will help shape future service delivery, business/team plans and Council priorities.

The placement will involve working with other local authorities and their RSL's to gather information. The graduate will also analyse current information from the Scottish Government.

The successful candidate will work directly with client groups to understand issues and barriers to the service as well as analysing survey returns and develop service improvement ideas from these that will enhance the customer centred approach to preventing homeless as well as other homeless services.

Enterprising DG

Department : Building and Maintenance Services

Building and Maintenance Services will be working towards putting into place a large number of framework contracts over the coming months.

Our aim is to place in the region of 40 contract awards as an achievable project outcome over the term of the Graduates employment.

The graduate would be responsible for assisting the Regional Quantity Surveyor and Procurement Officer throughout the entire process. This would involve:

- Identifying and inviting parties to tender
- Assisting in marketing
- Engaging Small to Medium enterprises on an individual basis and at “meet the buyer events” to promote our contract opportunities and the Public Contract Scotland procurement portal
- Liaise with the Regional QS and Procurement Officer and all interested parties in the drafting of Framework documentation
- Administering Frameworks via Public Contract Scotland. Managing framework queries under the guidance of the Regional QS and Procurement Officer
- Assisting in the evaluation of framework documents received in terms of Quality and Value
- Awarding Contracts
- Implementing an electronic file architecture and quality management process for on-going management of framework contracts

Building and Maintenance Services will be able to efficiently tender complex construction projects via Public Contract Scotland in full compliance with Council Standing Orders and Scottish Procurement legislation - ensuring that best value and full transparency is achieved on each project.

The Service will be able to assess contractor's quality, health and environmental performance in a single 3-4 year exercise and periodic monitoring rather than on a project by project basis.

The Council will be able to implement more robust controls in the management of contractor's on-going performance.

Communications Unit

Department : Corporate Services

This project will focus on reviewing existing promotional activity within the Environment Team and developing digital communications using the creation of animation, graphics, films and interactive content.

The work within the Environment Team will include;

- Review of previous promotional campaigns and projects focused around the regions natural assets
- Development of partnership working with key stakeholders and partners to create a focus group on countryside promotion, to include engagement with Visit Scotland
- Creation of a new promotional policy for the Environment Team
- Capture and creation of new imagery and content for social media and web based promotion
- Creation of a media library for future promotion activities

The work within Communications will involve;

- Using your creative flair to create engaging and innovative concepts and campaigns
- Developing digital content for use on social media for our different target audiences
- Identifying opportunities for the Council to use new platforms to communicate with local people
- Create different content that would appeal to our different audiences
- Influence how we provide information by identifying more innovative ways of using digital design to bring the content to life
- A team player, you will work with colleagues in the Communications Unit and across the Council to ensure local people are well-informed about the council and initiatives

This project will help us implement a common approach to promoting Countryside activities across all service areas that is as simple, efficient and cost-effective as possible and enables us to meet our statutory responsibilities with ease and with minimal resource requirements. The project will also result in the delivery of proactive and cost-effective communications

Resilience and Community Safety

Department : Communities

This project will ensure the Council discharges its Statutory Obligations and will provide valuable information and resources which will benefit the communities by encouraging changes from antisocial behaviour to lawful behaviour.

The Graduate will develop an series of region-wide awareness raising and behaviour improvement/prevention campaigns (for example: closer engagement with existing emergency service's initiatives such as Operation Safety for P7 pupils, pupil engagement via attendance at morning assemblies and attendance at lunch time route to shops, dangers and unpleasantness of dog-fouling, littering, supporting diversionary projects aimed at directing energy into positive activities) and better link to existing national campaigns such as those that exist around hate-crime, water safety, winter readiness, Keep Scotland Beautiful and road safety.

They will also be tasked with changing the visual profile of authorised staff on patrol to be more clearly identifiable as Council Staff.

The successful candidate will allocate each Ward a number of "days-of-action" per year to concentrate awareness, detection and deterrence activity on areas and at specific times to deter, divert and detect, after consultation with community leaders. These days-of-action will be overt, well publicised operations. The placement will also raise awareness internally and publically of the mediation service to support neighbours to resolve disputes earlier, preventing further escalation and more costly interventions.

The Graduate will also support the work of other areas of the Council such as Street Cleaning and Grounds Maintenance.



Infrastructure and Transportation

Department : Economy, Environment and Infrastructure

This placement will focus around three work streams;

- Transport service developments
- Health and Social Care transport solutions
- Capability and capacity building

A number of pilots will be identified by partners and stakeholders which will specifically target better outcomes for service users. The pilots will collect evidence on proof of concept and will be reported to the appropriate governance structure of each of the Commissioners.

The Graduate Placement would work closely with the Transportation Manager, the SWestrans Policy and Projects Officers and with other partners to gather data, assist with the design and analysis of pilots and produce a 6 month project evaluation report to deliver to the Council.

The key tasks include:

- Assist with the planning and delivery of a programme of Community Engagement activities
- Participate in the development of a transport hub.
- Monitor the progress and performance of pilot projects
- Analyse the effectiveness of pilots and capture lessons learned to apply to the revised design solution
- Provide 3 month and 6 month evaluation reports to Commissioners of the project

The specific aims of this placement will be to develop a genuine and lasting partnership to support the remodelling of services and to build the capacity to be able to deliver these services in the future by;

- Understanding the market
- Increasing capability and capacity
- Responding to changing demand

Democratic Services

Department : Corporate Services

This project will focus on reviewing, updating and developing the Council's data protection policies, guidance, training courses and procedures.

Work will include development of a Preparation and Implementation Plan which will consist of;

- Reviewing the Council's Data Protection Policy, Subject Access Request procedure and Data Breach Response Plan
- Developing a new electronic logging system for processing subject access requests and other requests under the Regulation
- Reviewing and improving the Council's data protection contract clauses
- Gathering, auditing and updating the Council's fair processing notices
- Preparation of a Privacy Impact Assessment Framework
- Reviewing the Council's documentation for gaining consent to process personal information
- Collaborative work and consultation with key Council services
- Training and communication direction to operational staff across the Council

By gaining compliance with the New General Data Protection Regulation, the Council will manage the risk of breaching the legislation and potentially being fined up to a maximum of 20million euros.

By reviewing and updating the Council's current policies and procedures, process efficiencies should be identified and safer ways of working implemented to protect personal information.



Business and Technology Solutions

Department : Corporate Services



This placement will seek to deliver the Open Data Project, a key element of the Corporate Records Management programme, and accelerate our progress to compliance with UK and Scottish Government policies regarding Open Data.

The Scottish Government expectation is that by the end of 2017, all public authorities in Scotland should be publishing their data in a format of 3 stars or above. Three star data is data which is made available online, with an open license, in an open and machine-readable format.

Our Records Management Plan, approved by the Keeper of the Records of Scotland in August 2014, sets out our Council's intentions and aspirations for information and records management in line with the Public Records Scotland Act.

By building upon our foundation of partnership working with Community Planning Partners and third parties, including the Crichton Institute, this project will identify and develop innovative ways to identify and publish data sets by ensuring our publication plan is in line with licencing, legal obligations and our Records Management Plan.

The project will develop and provide the tools and guidance to support staff to deliver our council's ambition to proactively release open data and look for more intuitive and interactive ways to produce data in 5 star format.

The project will develop the Business Intelligence capacity of Dumfries and Galloway Council to support service redesign and continuous improvement through the use of business intelligence led decision making based on good quality data.

Corporate Services

Department : Finance and Procurement

Procurement and Commercial Improvement Programme

Our Council is required to participate in an audit of our own performance in relation to Procurement on an annual basis (known as the Procurement and Commercial Improvement Programme (PCIP) audit). Our Council will undergo their next PCIP audit on 20 June 2017. Thereafter the Council's Procurement Team will develop an action plan to improve our performance and compliance in relation to procurement and commercial activity, across the organisation.

Duties for the Graduate Placement as part of the Procurement and Commercial Improvement programme would include:

- Development of an updated project plan, in line with key dates including future PCIP audits
- Develop understanding of public sector procurement in Scotland
- Communicate with other councils and centres of expertise (such as Scotland Excel) for shared knowledge/learning, as well as with the internal officers undertaking procurement activity and the Council's Procurement Team
- Information/Data analysis, to identify opportunities for improved procurement and commercial activity across the Council
- Develop a robust training approach and online training modules
- Developing the link between Treasury and Capital Investment

As well as this, the Graduate will use existing communication and reporting skills combined with newly learnt skills, provided by on the job training to;

- Support the Capital Investment Strategy development, in particular the development of the excel modelling and reports
- Develop training specific to staff required to investigate insurance claims
- Develop appropriate management Information to inform and influence behaviour across the Council
- Improve procurement capability and commercial competence across the Council through developed learning and skills across the Council
- Improve internal control systems to support procurement standing order compliance
- Assist in the development of a contract and supplier management process;

Youth Work Service

Department : Children, Young People and Lifelong Learning (CYPLL)

This project will involve working with multi agency partnerships and steering groups of young people who will inform and develop key programmes for 2018 that meet the Year of Young People outcomes – Participation; Education; Health and Wellbeing; Equality and Discrimination; Enterprising and Regeneration and Culture.

Work will include:

- Collaborative working with colleagues in the Youth Work Service, D&G Council Services working with young people and 3rd Sector youth work providers
- Support the Strategic Partnership that will be established for Year of Young People
- Develop and manage, in partnership with young people and services working with young people, a year-long calendar of projects, initiatives and events
- Identifying potential external funding sources to enhance the opportunities on offer
- Explore a range of technologies and media to identify the best way of communicating with young people across the region
- Develop a marketing and promotion strategy to ensure young people in all areas of D&G have access to the same information and opportunities
- Develop a system of collecting qualitative and quantitative data from all partners
- Co-delivery of the projects, initiatives and events
- Participation in Scottish Government's initiative raising the profile of D&G at a National level
- Increased opportunities for young people in Dumfries and Galloway to take part in local, regional and national events
- Support the outcomes of Service Review; Services for young people in terms of supporting a more joined up approach to youth services across the Council
- Raise awareness of the Councils services to young people to a wider audience



Got any questions?

To find out more visit www.dumgal.gov.uk or call 030 33 33 3003 to speak to the Graduate Programme Co-ordinator.

You can apply for any of these Graduate Placement Opportunities by visiting the 'My Job Scotland' website.

YouTube search 'Dumfries and Galloway Council' to see a video on what each project in this year's Prospectus will entail.