

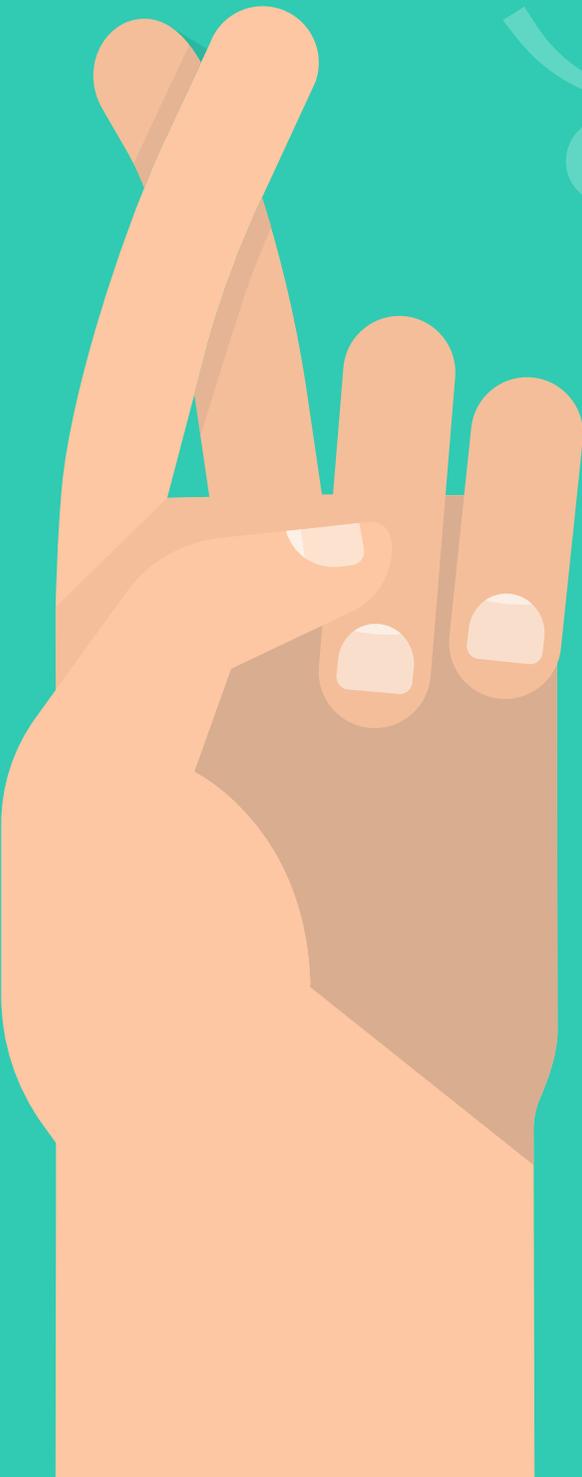
Candidate Pack

Becoming part of the PSS team

pss*

let's write you a new chapter...



A large, stylized illustration of a hand in shades of orange and brown, with fingers spread, is positioned on the left side of the page.

Hi! Thank you for your interest in becoming a part of the PSS team.

A large, light blue four-leaf clover is positioned in the upper left quadrant of the page.A smaller, light blue four-leaf clover is positioned to the right of the main heading.

At PSS, we've got an important job to do; and that's to help people make the most of their lives. Whether you're working directly with the people who use our services, or whether you're working behind the scenes in one of our offices, every day you'll be helping to make other people feel happier, healthier and supported.

PSS is a caring, friendly organisation - and so are PSS people. Our organisation is ran by a bunch of professional, creative, like-minded individuals, working together to change lives. When you come to work for us, it's obviously really important that you have the right skills, knowledge and experience to do the people we support proud, but it's also vital that you have the right attitude, too. We look to employ people who do the right things, in the right way. This approach to recruitment means PSS is a pretty great place to be - and we hope you can join us!

This pack is designed to help you get a feel for what it's like to work with us, find out what we're looking for, explain the recruitment process and help you decide whether you can see yourself as a part of our amazing team. Each section is crammed with hints and tips to help you make a great application, so please take the time to give it a good read.

Good luck - we're rooting for you!

"Be the change you want to see in the world."

Mahatma Gandhi

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Who are we? PSS in a nutshell...



Our aim is simple: we want to help people change their lives for the better - no matter what life throws at them.



All the money we make goes back into finding new ways to help people.

In 2019, we'll be celebrating our 100th birthday - and we still look this great! We want to make sure we're around for future generations, and your work will play a part in that.



We offer over 20 different services to help people get the most from their lives - from health and wellbeing through to social care services.

The PSS team is made up of our wonderful employees, dedicated self-employed carers, generous supporters (volunteers) and the next generation of brilliant professionals: our placement students...



We go way back: We were founded in 1919 by Eleanor Rathbone, a lady famous for tackling social injustices.

We've got offices in *Merseyside, Wales, Yorkshire, Manchester* and the *Midlands*.



Our world revolves around the people who use our services.

Everyone's different, and our focus is on helping people choose their own type of support.

We're always cooking up new ideas for services we can offer.

We listen to what people tell us, and if we hear about a way we can help, we'll create a service to do just that.



The people who use our services are the reason we do what we do

and they play a huge part in making sure we're doing things right. They help us make decisions about how our services are run.





The PSS values and culture

We may be blowing our own trumpet, but our team really is something special.

PSS people come from all different walks of life, and it's this mix of brilliant personalities, experiences and insights that gives us that warm, open and friendly culture you can feel as soon as you meet us. But however wonderfully different we all are, there are five things we've all got in common - and they are the PSS values.

Created by our own employees to reflect some of the personal traits PSS people have, our values are the key to what makes our culture so unique; they're a reflection of who each of us are and they're embedded in everything we do.

Sometimes other organisations approach us and ask how we managed to make our culture so strong.

Our answer is really simple: we employ genuine, determined, professional, open-minded and big-hearted people.

"Be yourself - everyone else is taken." Oscar Wilde



So... does that sound like you? Tell us! We want to get a sense of who you are.

We're not just looking for ways you fit well into your role, we're looking for how you fit with the wider PSS team, too.



Love what you do; do what you love

We think PSS is a pretty great place to work. But don't just take our word for it - here's what some of our brilliant PSS people had to say in our 2016 Staff Survey*:

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“I HAVE BEEN ABLE TO DEVELOP MY CONFIDENCE AND GAIN EXPERIENCES IN SO MANY AREAS IN THE LAST FIVE YEARS. I HONESTLY DON'T THINK I WOULD HAVE BEEN ABLE TO DO THIS WITH ANY OTHER ORGANISATION I AM TRUSTED TO GET ON WITH THINGS AND DO A GOOD JOB.”

“PSS OFFERS AMAZING SERVICES TO A HUGE RANGE OF PEOPLE IN NEED. IF YOU WANT TO MAKE A DIFFERENCE AND BRING CHANGE TO PEOPLE'S LIVES, WORK FOR PSS.”

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“I LOVE MY JOB. I WOULD DO IT FOR FREE IF I DIDN'T HAVE BILLS TO PAY.”

“I HAVE WORKED HERE FOR A LONG TIME IN DIFFERENT ROLES, DEPARTMENTS AND TEAMS AND HAVE ALWAYS ENJOYED COMING INTO WORK. I HAVE NEVER HAD THAT DREADED MONDAY MORNING FEELING.”

“IT'S A LOVELY PLACE TO WORK AND THERE ARE ALWAYS NEW OPPORTUNITIES ARISING. PSS TAKES ITS VALUES SERIOUSLY AND KEEPS THOSE VALUES CENTRAL TO EVERYTHING.”

”

“

“HAVING WORKED ACROSS THE SECTOR WITH TWO OTHER COMPANIES, THIS IS BY FAR THE BEST PLACE. THE SUPPORT, GUIDANCE AND GENERAL CULTURE FROM LESLEY DOWN IS AWESOME! THANK YOU! I FELL BACK IN LOVE WITH WHY I DO THIS, AND WITH WHY THIS JOB IS MAGIC!”

“THE PEOPLE ARE FRIENDLY AND THEY GIVE YOU ROOM TO GROW AS A PERSON.”

“EVERYONE IS TREATED EQUALLY AND WITH RESPECT.”

”

*We promise these are all real things our people told us...and nobody was paid to be nice!

What else can we offer you?

Going home at the end of the day knowing you've made a difference is a lovely feeling - and so is knowing that your employer is looking after your best interests.

We can help you:

Look after your pennies...

Enhanced Payments

We provide enhanced payment entitlements for sickness, maternity, paternity and adoption.

PSS Pension Scheme

Our pension scheme is provided through the Pensions Trust, and we match your contribution up to 9% plus an additional 1%. You can join the scheme when you start working for us.

PSS Annual Season Ticket Loan

This is a really handy one for those who travel to work by public transport. We can loan you the cost of an annual season ticket for most forms of public transport. This can save you hundreds of pounds a year and means you can pay the cost back through your salary, in regular monthly instalments. You can take advantage of this once you have completed your probation period.

Medicash Health Plan

Everyday healthcare costs can mount up pretty quickly. Medicash has various packages and payment options available for everyday health care costs, such as dental and optical care, assessment and treatment such as physiotherapy and chiropody, as well as plans for alternative treatment such as Indian head massage and Reiki.



What else can we offer you?

PSS Savings Club

Are you a savvy saver or a big spender? Whether you want to save towards a holiday, home improvements, a shiny new car, a special celebration or even a rainy day fund, the PSS Savings Club is a hassle-free and safe way to save a lot quicker and manage your money better.

EE Perks

As part of our contract with EE, you (and a number of your friends or family) can grab a 20% discount off your monthly line rental on an EE phone, tablet, SIM only or mobile broadband plans with EE perks.

Gym Discount

You can access various discounts and offers for selected gyms including large private chains, local authority leisure centres and small private gyms.

Wholesale Membership

You also have the opportunity to purchase wholesale memberships allowing you to access some of the best quality products at the lowest possible prices. With warehouses throughout the UK, you will find everything from groceries and electronics to clothing and cleaning supplies.

We are continuously reviewing our employee benefits and often a lot of these ideas and suggestions come from our own people.



What else can we offer you?

We can help you:

Look after you...

Employee Assistance Programme (EAP)

Life is full of ups and downs and things can get tough for all of us sometimes. We offer a free, confidential service for you and members of your household to get professional support and advice on a range of issues; such as stress, relationship difficulties, bereavement, family difficulties, anxiety, debt, medical matters, legal advice and more. It's there if you need it.

Look after your weekend plans...

CSSC Sport & Leisure Club

Are you always on the hunt for something to entertain you/the kids at the weekend? We may have just the thing. CSSC is a membership scheme that you can pay into, which offers fantastic savings on a whole load of local, regional and national sporting and leisure activities, family days out, reduced price theme park/cinema/theatre tickets and thousands of discounts at high street shops.

Look after your career...

Stay curious

We may be (totally, utterly and completely) brilliant, but we're certainly not complacent about it. We've been around for almost 100 years, and to do that, we've had to keep on learning, adapting and moving with the times to make sure the service we provide is top notch and does what it says on the tin. When you come and work with us, we'll encourage you to do the same things; learn, adapt, be brilliant. That's why we have our own in-house learning and development team who provide, manage, support and source training across the organisation. They'll find ways to help you be even better at what you do and be there to cheer you on along the way.



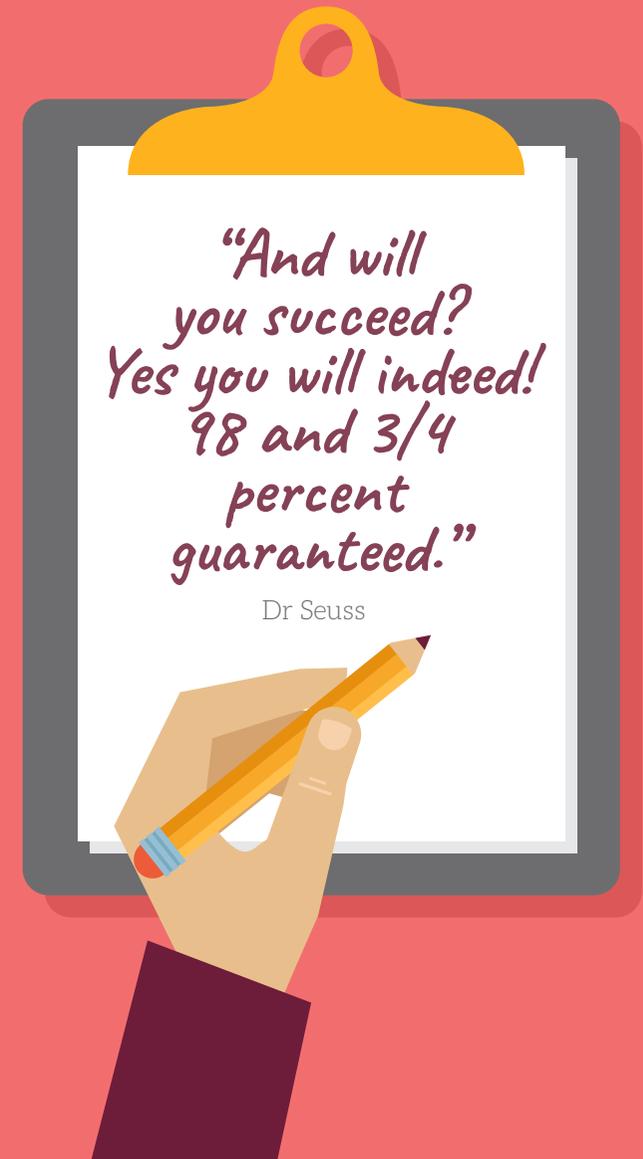
Your application form

Well, you've read a little bit about us - now it's over to you!

If you like what you've read so far and think you can see yourself as a PSS person, it's time to fill in your application form. Your application form is an important part of the selection process; it's used to determine whether or not you'll be chosen to have an interview and also acts as a basis for the questions we'll ask you on the day. It's really important that you try to capture all of the relevant information we have asked for on the form, so we can get a good feel for who you are and why you're great.

How to fill your form out...

- **Make sure the job title and reference is clearly stated at the beginning of your form**, so we know which job you're going for.
- **You must sign your form to confirm that the information you have given is correct.** If you don't have an electronic signature, please type your name instead.
- **In relation to any cautions and convictions you may have, it is important to know what and when you are required to disclose.** The job details will highlight whether you are applying for a position which is exempt under the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975). In most cases, these will be roles that are subject to an Enhanced Disclosure check. You should also refer to our Recruitment of Ex-offenders statement on our website for further information.
- **Please list any formal qualifications on your form.** We'll need to see the certificates for your qualifications at interview stage.
- **Make sure you include paid work, unpaid work and any work experience in your employment history.** Start with your current employment, or if you are currently unemployed, your most recent employment. If there are any gaps in your employment, please tell us why.
- **At least one of your referees should be your current employer.** If you are not currently employed, simply provide your most recent employer. If you don't have any employment history, think about one professional and one personal referee who would best describe your suitability for the role.



Four top tips for a great application...

1 Before you start, check out the person specification

The person specification highlights the key things we're looking for, as well as how we intend to measure when you have them. The essential criteria are those things which you must have in order to do the job, so it's important that you are able to say 'yes, I've got those' before you invest time and effort in completing your form. Desirable criteria are qualities we believe would be an advantage for you to have.

But don't panic if you don't have them - often, these are areas we would look to develop within the role, so they may simply be ways we can train you up. Of course, if we get lots of applications for the role, we may use the desirable criteria to narrow things down a little.

2 Be yourself

As we mentioned earlier, our values are a really important part of how we recruit. We're looking to find out whether your personality will be a good fit at PSS, so be honest and be yourself - let your personality shine through in your application form and tell us how our values fit in your life.

3 Tell us all about it

We often find that applicants will state that they have what it takes to do the job, but don't tell us why in enough detail. Our fortune-telling skills aren't the greatest, so please make sure you tell us why or how you meet the person specification.

A good way to make sure you're telling us what we need to know is to have a look at the person specification and note down an example that proves you have the skills, knowledge or experience in each thing on the list. Every time you tell us you have what it takes on your application form, give us one of your examples.

4 Don't send us your CV

Unless our advert requests it, we won't accept CVs, so please don't send us yours. We're looking for some specific information that we want to ask you about on your application form, so we won't consider your CV as an application for the role on offer. Sorry about that.

A stylized illustration of several mountains in shades of teal and blue. A red flag with the text 'Top Tips!' is flying from the peak of the tallest mountain. There are a few white clouds scattered in the sky.



Got any questions?

Who should I contact if I have any special requirements?

If you're unable to complete our online application form and need some support, and/or you need our documents in an alternative format, for example, large print, please call our **People and Culture Team** on **0151 702 5555**.

How long will it take for you to decide if I've got an interview?

This can vary depending on the number of applications we receive for each vacancy. Generally speaking, we do try our best to make or decision and contact applicants invited for interview within two weeks of the closing date.

Will I be notified if my application is unsuccessful and will I receive feedback?

We know how much time and effort goes into an application and we really appreciate the time you've taken to apply for a job with us. Due to the volume of applications we receive, we're unable to inform and provide feedback to unsuccessful candidates at the shortlisting stage. If you haven't heard from us by the interview date, unfortunately you won't have been shortlisted for the role.

Why are you asking for my equality information?

We have a Equality, Diversity and Inclusion Policy which aims to eliminate discrimination in employment. Candidates are selected on merit only, therefore all applicants will be afforded equal opportunities in employment irrespective of age, disability, gender, sexual orientation, marital status, race, religion or belief. We're committed to monitoring equality information, but we need your help to do this.

Candidates who consider themselves to be disabled will also be given the opportunity to attend an interview if they meet the essential criteria for the role.

How will the information I provide be used?

The information in your application will be used for the sole purposes of recruitment and diversity monitoring. We will process your information fairly and lawfully for these purposes. We will not share your information with other agencies or individuals, except to prevent fraud, or if required to do so by law. If you are unsuccessful, we will retain your information for six months, after which it will be destroyed in accordance with GDPR requirements. For further information about this, please call our **Quality and Compliance Team** on **0151 702 5555**.





*“The time is always right
to do what is right.”*

Martin Luther King