

ACT 

Anglia Care Trust

Support • Advice • Action



**WHY WORK
FOR ACT?**

**“ACT makes a positive
difference to the
communities we
work in”**



Working for ACT

At ACT, we exist to encourage people to achieve their full potential whatever their circumstances.

This applies as equally to our staff and volunteers, as it does to our Service Users. We want to recruit staff and volunteers who share our values and have the shared passion to support and empower vulnerable people.

As well as offering stimulating and rewarding job roles, which bring with them a real sense of challenge and satisfaction, there are many other reasons to work for ACT.

“I have a good manager at the helm who provides support and encouragement and a great team to work alongside.”

Our values

We have a strong set of values that are at the centre of everything we do and we expect all of our staff to demonstrate these values in their day-to-day work:

- Always act with integrity, honesty, trust and respect
- Empower individuals, families and neighbourhoods
- Embed strong governance, financial prudence, Safeguarding good practice and equality and diversity into everything we do
- Use our expertise to influence positive change within everything in which we're involved
- Continuously review and improve our contribution to society & therefore increase public benefit.

97%

of our staff say
they are proud
to work for ACT*



*compared to a benchmark for the sector of 83%

98%

of our staff say
their work gives
them a sense of
accomplishment*



*compared to a benchmark for the sector of 82%

“A healthy work-life balance is strongly supported by ACT. A rare focus in today’s world.”

We believe in a work-life balance

A responsible work-life balance is important to us and our staff and managers work together to achieve this. We commit to supporting all staff through:

- Our Homeworking Statement which allows flexibility for both the employee and organisation
- All staff having access to an ACT premises maintaining the social aspect of work that many desire
- Offering a Flexible Working Policy that allows staff temporary flexibility to fit in personal appointments or on a more permanent basis through a Flexible Working Request e.g. caring responsibilities.

“I feel that I can progress within the organisation if that is what I want and my development is strongly encouraged by my manager through training.”

Opportunities

Support and opportunities for personal development are offered to all staff.

- All staff have a core training programme that they complete during their probation period and an induction to the organisation
- We offer opportunities to gain accredited qualifications relevant to job roles, such as Institute of Leadership and Management Levels 3 and 5
- All staff have an annual Performance Review where their Personal Development Plan will be agreed, tailored to their own specific needs and goals. This is reviewed quarterly and in monthly Supervision sessions with their line manager
- We hold the Investors in People Standard evidencing our commitment to personal development.

90%

of our staff say they
receive support from their
manager in determining
their objectives for the
year ahead



86%

of our staff say that
ACT cares about
their wellbeing*



*compared to a benchmark for the sector of 83%

“The office is a really positive and happy place.”

We care about your wellbeing

We believe that our staff and volunteers are our most valuable resource and their wellbeing is important to us. We support this through:

- External supervision for all operational staff to discuss practice related concerns
- Monthly supervision sessions with your line manager in which conversations around wellbeing are an important part
- Free counselling sessions available through the Perkbox employee benefits platform
- All staff having the opportunity to take a Wellbeing Day once a year with only one rule ... it must be used to improve wellbeing!
- Our Financial Wellbeing Policy
- Our commitment to being a ‘Real Living Wage’ employer.

“I feel that we make a difference to people’s lives, whilst supporting each other. It feels like a family.”

Equality, Diversity & Inclusion

We are committed to eliminating discrimination and encouraging diversity amongst our workforce. Our aim is that our workforce will be truly representative of all sections of society and the service users we support and each member of personnel feels respected and able to give their best.

- We hold the Investors in Diversity Award for Charities
- We encourage staff focus groups to promote inclusion such as our Menopause Support Group
- We have a BAME Committee and EDI Champions
- All staff complete EDI Training which is regularly reviewed and updated.

95%

of our staff say that
they know they have
the support of their
colleagues when
they need it*



*compared to a benchmark for the sector of 89%

100%

of our staff say that
ACT makes a positive
difference to the
communities
we work in*



*compared to a benchmark for the sector of 86%

“You can have an idea in the morning and have it implemented by the end of the day.”

Positive change

It's not about your past or qualifications, but how well you can do the job

- We see the lived experience of our staff and volunteers as a way of enriching the offer to our service users
- We believe in this so much that it's in the objectives of our Strategy to increase the number of people with lived experience supporting our services
- We offer training programmes tailored to the needs of our staff and volunteers to support this approach.

You can really make a difference

Whether it is an administrative role in our Business Support Team, an Officer working with our service users or a Service Manager, we believe all of our staff make a difference to the lives of the vulnerable service users we support.

All of our staff have the opportunity to submit ideas for new services and support these ideas to become reality.

“Improvements to our competency review system have show that we are being listened to which is very positive.”

Have your say

We care about what you think

- We run quarterly anonymous staff surveys and use the results to shape actions to improve our staff experience. Since being introduced, we have used the feedback to introduce various initiatives such as an annual wellbeing day, management training for those wanting to progress into a more senior role and our homeworking statement
- All staff attend monthly team meetings where they are given the opportunity to discuss service development ideas
- We have a staff focus group whose sole aim is to discuss ways we can better support our staff.

Staff satisfaction has
increased from
64% to

98%*



*since the introduction of our employee engagement surveys
which have given staff a voice

“I feel I have been recognised for my good work by both my line manager and co-ordinator which has made me feel valued and motivated in my role.”

Employee benefits

But if all of this isn't enough, all of our staff also get the following employee benefits:

- Membership to Perkbox, a global employee benefits and rewards platform
- A 6 % Employer's Contribution to their pension
- 22 days annual leave (pro rata for part time staff) increasing by 1 day per year after 2 years service up to 27 days
- The potential to accrue an additional 12 days leave through our Flexible Working Policy
- An annual Performance Review and performance related salary review
- An annual Wellbeing Day.

90%

**of our staff say they
have received
recognition for
good work***

If you are interested in working for ACT, look at our website for details of our current vacancies and volunteering opportunities
www.angliacaretrust.org.uk/recruitment

*compared to a benchmark for the sector of 70%



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Anglia Care Trust is a company limited by Guarantee
No: 2223103 Registered Charity No: 299049



Achieved
Valid Until
May 2024

