

Join us at Tonbridge and Malling Borough Council



Welcome!

Thank you for your interest in joining the team at Tonbridge and Malling Borough Council. I'm delighted that you're considering becoming part of our journey. This is a very special organisation and we're proud of our friendly, supportive and inclusive culture that puts people at the heart of everything we do.

We're passionate about delivering excellent services and are always looking for new and innovative ways to support our residents. We're committed to creating a vibrant, prosperous and sustainable future for the people and businesses of the borough.

Whether you're at the start of your career or bring a wealth of experience, we believe in supporting our staff to grow and thrive so that they can make a real difference. I hope the information in this document is useful in giving you a flavour of our borough and what it's like to work here and I look forward very much to receiving your application.

Damian

Damian Roberts
Chief Executive



The area of Tonbridge and Malling

Tonbridge and Malling is a beautiful part of Kent, stretching from the scenic North Downs in the north to the historic market town of Tonbridge in the south, with its 900-year-old castle owned by the council.

One of the borough's defining features is the River Medway, which winds its way through Tonbridge and a number of smaller towns and villages nestled in the picturesque countryside. We're also lucky to have two award-winning country parks that offer wonderful outdoor spaces for residents and visitors to enjoy.

The area is exceptionally well connected, with excellent rail links between London and the coast, as well as easy access to motorways and major routes. Residents enjoy a high quality of life, thanks to excellent standards in health and education, along with low crime rates, making it a highly attractive and sought-after place to live and work.



About Tonbridge and Malling Borough Council

Tonbridge and Malling Borough Council is responsible for delivering a wide range of vital public services to our community. Each year, we manage a budget of approximately £84 million delivering services to 130,000 residents.

We deliver almost a hundred distinct services including:

- Award winning parks and open spaces
- Leisure centres, sports and play areas
- Planning and building control
- Refuse collection and recycling
- Street cleaning
- Grounds maintenance
- Benefit payments
- Voluntary sector grants
- Economic development
- Regeneration
- Car parking
- Community safety
- Customer services
- Environmental health
- Housing
- Homelessness support
- Licensing



The council has a number of important contracts with third party providers which provide many of our services.

We also have a range of additional specialist functions and teams including human resources, communications, elections, democratic services, climate change and property services.

We're a forward-thinking council with a clear vision for the future. Our Corporate Strategy outlines our long-term priorities, while our Annual Service Delivery Plan sets out the actions we'll take each year to achieve them alongside the performance targets we expect to deliver.



We are successful

We are proud to be a high performing council that consistently delivers results that place us in the upper quartile of councils nationally. We are always looking for opportunities to be even better.

In 2025 we were a finalist at the APSE National Energy Awards and were also thrilled to have won the silver award in the national iESE Public Sector Transformation Awards in their 'Working Together' category.

We strive to provide excellent services and make a real difference in our communities, so it is fantastic to have our achievements celebrated at a national level.



We are financially strong

We are pleased to be a council with zero debt and healthy reserves thanks to our excellent financial management.

Our accounts are also completely up to date and our external auditors consistently give us a clean bill of health. This places us in the top 10% of councils nationally with unqualified accounts.



We are committed to our priorities

Thanks to our strong financial position we are able to invest in our communities and key infrastructure.

We are committed to our priority to create a borough which protects the environment and achieves carbon neutral status which is why we have installed solar panels at our swimming pools at Tonbridge and Larkfield Leisure Centre. Other steps taken to cut emissions include developing an 'eco café' at Leybourne Lakes Country Park, which is powered by a combination of solar and a water source heat pump.

We are also working to improve Tonbridge town centre with plans to build a new state of the art leisure centre alongside an exciting masterplan for the regeneration of the local area.

What it's like to work here

We are committed to making Tonbridge and Malling a better place to live and work and we love seeing the difference that we make in our communities.

We are really proud of our kind and welcoming culture. In fact, in our last staff survey in 2024, staff said they valued most our flexible working options, their friendly and supportive colleagues and the difference they make through their work. Over 90% of our staff tell us that they feel supported by their manager and almost the same percentage of staff rate the council as a good place to work.

Our culture is supported by our core behaviours which were created using input from across the organisation. They guide us in the way we work and treat our customers and each other.



Learning and development

We're committed to developing our staff too. Whilst 95% of staff said they have the knowledge and skills to do their job effectively we believe that everyone should have the opportunity to grow their skills and experience. Not only will you have regular meetings with your manager, our annual staff appraisal programme is also an opportunity to discuss your development and wider aspirations, including how we can best support your continued success. We can support you to achieve relevant professional qualifications and you can boost your skills with a wide range of learning and development opportunities.





Celebrating our achievements

We take great pride in our work at an individual, team and organisational level. Our quarterly staff awards celebrate the best of Tonbridge and Malling, recognising individuals and teams that have gone above and beyond in displaying our values and behaviours in the course of their work.



We are supportive and inclusive

We are a Disability Confident Employer and are working towards Gold Employer Recognition Status under the Armed Forces Covenant. As the borough is home to a large number of veterans as well as the Royal British Legion Industries, we are proud to support those who have served.

We are also proud of our Women's Network which is dedicated to fostering a supportive and empowering environment for female staff across the council.



In a staff survey, staff told us

95%

feel they have the knowledge and skills to do their job effectively

93%

agreed their line manager is visible and approachable

95%

said they were proud of their work

93%

feel confident to freely share any work issues with their colleagues or team



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Serving our community