

Decision under Delegated Powers

Officer Requesting Decision (if necessary)

Improvement and Organisational Development Manager

Officer Making the Decision

Chief Executive

Recommendation

That approval is given to create a new 12 months, full time (37 hours per week) fixed term 'Business Analyst' post (Grade SO2) reporting to the Improvement and Organisational Development Manager (cost centre A200).

Reason

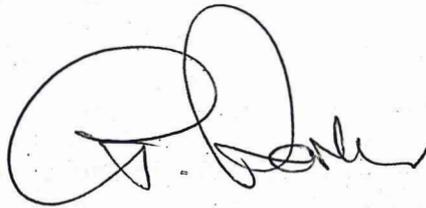
This post has been created to help provide business analysis support to the Corporate Programmes, specifically the Document and Records Management Project to ensure delivery.

Authority for Decision

Under Section 8 of the current Council Constitution the Head of Paid Service (Chief Executive) has delegated authority 'to agree changes to the establishment, within budget and without major service or policy implications, affecting no more than five posts (irrespective of their post number) in any single case (item 6 on page 8-4 of the Constitution).

Decision and Date

APPROVED



05 MAY 2016

Background

In March 2013 Cabinet agreed the Customer Service Programme ('CSP'). The aim of this programme was *'to deliver the key elements of the Customer Service Strategy, ensuring a coordinated approach to delivery'*.

Six projects were developed within the programme and these related to Culture, Redesigning the Customer Service Area, Planning and Regeneration, Redesigning the Website, Corporate Booking System, One Click.

In November 2014 the Programme Board agreed a second phase of the CSP. It was agreed that the scope of this phase would cover:

- Culture
- Customer Service Excellence
- Development Management Call Migration
- Website Content Improvement
- Customer Service Standards and Satisfaction
- Lagan Upgrade
- Customer Complaints.

In November 2014 Cabinet also agreed funding for a Document Management Delivery Officer and a Programme Manager for the Our Space Programme.

It has been identified that there is a need for an additional resource in the form of a Business Analyst to support the Corporate Programmes. This post has been job evaluated to a SO2 (spot at spinal column point 32)

The post will be a 12 month fixed term contract and will be advertised through Comensura. The 12 month period will be from the date the successful candidate begins work

Comments from HR

HR Advisor: Anna Cairns (22/4/16)

Summary of Comments from HR: This post has been evaluated by a Job Evaluation panel.

HR seen recommendations (both draft and final, if amended): Y

Financial Implications

The cost of the post for 12 months will be £38,600 and will be funded from the reinvestment reserve in accordance with Cabinet minute 7 on 11 June 2015 to fund the Our Space Programme.

Risk Management

No specific risks have been identified with this report.

Key Decision:

No

Background Papers:

Job description and person specification