

Decision under Delegated Powers

Officer Requesting Decision (if necessary)

Head Of Customer Experience

Officer Making the Decision

Chief Executive

Recommendation

1. The following vacant post be deleted from the establishment:
 - Contact Centre Advisor (post H083) grade C: 18.5 hours
2. The following vacant post be deleted from the establishment:
 - Contact Centre Advisor (post M230) Grade C: 25.5 Hours
3. The following new post is established from 1st April 2020 at the indicated salary grades:
 - Systems Development Technician (SO1) 1 x 37hrs: reporting to Information Development Manager (Post F836)

Reason

In 2018 the Information and Customer Service Department underwent a full restructure, as part of the restructure two, 2 year fixed term posts (ending 31st March 2020) were created; System Administrators. The purpose of these roles was to support the transition from the old structure to the new structure ensuring all relevant systems were fully supported and skills transfer could happen. These posts were financed and filled by secondments from the Contact Centre. Prior to the end of these fixed term posts the function of these roles has been reviewed. It was identified that some of the duties would be required on a permanent basis to continue system administration along with some additional development duties to ensure all system could be effectively managed and developed to meet current and future demands. As a result a new role of System Developer Technician has been created and evaluated.

Authority for Decision

Delegated authority is given to the Chief Executive within the constitution 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.

Decision and Date



11/10/2020

Background

The Corporate Plan states that we will 'Deliver Excellent Services' and we will do this by:

- Maintaining our focus on meeting our customers' and residents' needs.
- Provide high quality, affordable and responsive services and improve online access to them.
- Seek to improve the services that we deliver, by providing strong community leadership, being well governed, accountable, open and transparent.
- Maintain the financial stability of the Council whilst continuing to seek ways to deliver better services as efficiently as possible.

Underpinning these aims are the Customer Service Strategy and the ICT Strategy, which set out how we will achieve these aims. In order to do this we must ensure we have the right skills and resources in place to do. As the end of the 2 year fixed term contract for the System Administrator posts comes close it has been necessary to review whether these roles were still required and offered sufficient support for future development plans. The review identified a gap in the role and 2 x 37 hours would not be required at this stage due to the change in type of work required.

As such a new permanent post of System Developer technician has been created, 1 x 37 hours to fulfil this skills and resource gap. Funding for this post has been transferred from the previously utilised vacant posts within the Contact Centre with additional funding coming from a reduction to the overtime budget within the contact centre to ensure the successful delivery of our aims.

Comments from HR

HR Advisor: Anna Cairns (4/3/20)

Summary of Comments from HR: The new post has been Job Evaluated and graded appropriately.

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

Financial Implications

Financial Implications

The cost of this restructure is within the current salary budget for the service and so requires no additional funding to complete.

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Post No.	Post Name	Grade	Hrs	*Savings (£)	*Expenditure (£)
NEW	System Development Technician	S01	37		41,600
H083	Customer Service Advisor	C	18.5	-£14,900	
M230	Customer Service Advisor	C	25.5	-£20,800	
	V023 Overtime budget			-£5,900	
				-£41,600	£41,600

* costs based on 2020-21 figures

Risk Management

No risk associated with this change

Key Decision: No

Background Papers: None