Decision under Delegated Powers

Officer Requesting Decision (if necessary)
Information Delivery Technology Manager

Officer Making the Decision

Head Of Customer Experience

Recommendation

1. The following amendments are made to the indicates post:
    ➢ F828 - IT Support Analyst Scale D (37 hours) reporting to IT Operations Manager be increased from 20hrs to 37hrs

2. Implementation of the posts to be in place from 1ˢᵗ June 2020

Reason

The IT Helpdesk has 2 x IT Support Analysts and 1 x Apprentice IT Support Analyst, covering the resolution of incidents, manning the service desk/first point of contact (for web, phone and email) and implementation of projects such as migration users to Office 365, installing new software upgrades and rollout of any new equipment.

The Helpdesk previously had 3 FTE IT Support Analysts. The Apprentice IT Support position ends on 31ˢᵗ May 2020 and has provided a number of learning and experience benefits for both the organisation and the the apprentice. However we now require a third full time IT Support Analyst position for the following reasons;

- Workload - the volume of incoming incidents, service request and project implementation work justify the increase from 20hrs (Apprentice IT support Analyst position) to 37hrs for an IT Support Analyst
- IT support requirements have increased by approximately 30% (due to Homeworking for staff during the COVID-19 lockdown). It is anticipated that the required level of support will continue to be elevated for some time as there is an increased volume of users working from home.
- (linked to the points above) the increased and continued reliance on IT requires an improved level of skillset in order to support users effectively and increase the level of first-time fix by the Service Desk

The IT Apprentie position will be retained however it will reviewed to identify the most beneficial area of the team for this to support.

Authority for Decision

Part 8.2 of the council's constitution contains authority for the Chief Executive to agree changes to the establishment, within budget and without major services or policy implications, affecting no more than five posts (irrespective of their post number) in any single case.

This has been further sub-delegated by the Chief Executive to Head of Service in certain circumstances (DD ref 28/11/12), which these proposals fall within

Decision and Date

Karey Barnshaw 11/5/20
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.

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.

Comments from HR

HR Advisor: Anna Cairns (6/5/20)

Summary of Comments from HR: The Apprentice policy, allows Apprentices to get preferential treatment for posts which are Grade C or below. Therefore, as this is a Grade D post the normal recruitment process should be followed. This has been advised by Sham Choudhury to Aymen Khan.

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

Financial Implications

F828 (V001) - IT Support Analyst Scale D increased from 20hrs to 37hrs will cost an additional £16,300.

The funding will be taken from the savings made by deleting the Technical Services Manager post (F822) as outlined below and after the regrading, this will leave a saving of £42,700. DD032 2020. Sufficient to fund these increase in hours.

Post No.	Post Name	Grade	Hrs	Savings (£)	Expenditure (£)
F822	Technical Services Manager	PO3	37	(62,300)	
F824	REGRADE Service Desk Manager	PO1 to PO2	37	(50,500)	56,500
F836	REGRADE Information Development Officer	PO2 to PO3	37	(56,500)	62,300
F826	REGRADE Technical Analysts	SO1 to SO2	74	(83,200)	91,000

				(252,500)	209,800

All posts relate to V001 so no budget virement is required.

Risk Management

No specific risks have been identified with this report.

Key Decision: No

Background Papers: None