

Decision under Delegated Powers

Officer Making the Decision

Head of Customer Experience

Recommendation

1. As per the outcome of the Job Evaluation Panel on 5th September 2017 amend the grade of all the current Customer Service Advisors, V007 posts F544 from grade 4 to grade 5, backdated to 5th April 2017.
2. To Delete 27.75 hours, Post F544, Customer Advisor V007 scale 4, this post currently has 381.50 hours, which leaves a balance of 353.75 post hours, the saving is £20,400.
3. To Delete 6.5 hours, Post H083, Contact Centre Advisor V023, scale 4, this post currently has 623.50 hours, which leaves a balance 617 post hours, the saving is £4,600.
4. To Delete 12 hours, M113 Contract Officer D200, scale 5, this post currently has 52.5 post hours, which leaves a balance of 40.5 post hours, the saving is £9,200

Reason

1 to 4. To meet the requirements of the job evaluation regrading and to fund the changes.

Authority for Decision

Section 8.2 of the Councils Constitution contains authority the Chief Executive 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.

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

Decision and Date

 25/9/17

Background

As a number of years had passed since the Customer Service Advisor post had been evaluated and as the Advisors felt that the role had changed significantly which

was not reflected in the current grading of the job, the Advisors requested a regrade of the their job role. The regrade took place on the 5th September 2017, the outcome was the post was regraded from a scale 4 to a scale 5 post.

Financial Implications

To regrade the following Post F544 Customer Advisors, V007 from Scale 4 to Scale 5 (Total 353.75 hrs) With effect backdated from 5th April 2017, the maximum ongoing cost is £34,200

This increased cost will be covered from the following salary savings budgets:

5. Post F544, Customer Advisor V007 scale 4, currently has 381.5 post hours, To delete 27.75 Hrs leaving a balance of 353.75 post hours, the saving is £20,400
6. Post H083, Contact Centre Advisor V023, scale 4, currently has 29.5 vacant hours, To delete 6.5 hrs leaving a balance of 23.5 post hours, the saving is £4,600
7. Post M113 contract Officer D200, scale 5, currently has 52.5 post hours, to delete 12 hrs leaving a balance of 40.5 post hours, the saving is £9,200

Total Cost = £34,200

Comments from HR

HR Adviser: Anna Cairns 19/9/17

A full Job Evaluation panel was held regarding this Employee Initiated Re-evaluation, and the post was re-graded.

A new Job Profile will need to be sent to HR along with Variation eforms for the affected employees.

Risk Management

Risk Identified	Likelihood	Impact	Risk Management Actions Planned
None			

Key Decision: No

Background Papers: None