

## **Request for a Decision under Delegated Powers**

### **Officer Requesting the Decision**

Customer Service Centre Manager

### **Officer Making the Decision**

Chief Executive

### **Recommendation**

That 9.5 hours be deleted from the vacant 27.5 hours per week Customer Advisor post (generic post F544) to reduce this post to 18 hours per week, and that these 9.5 hours be combined with a 7.5 hours part-vacancy from another generic Customer Advisor post so to create an additional 17 hours per week generic Customer Advisor position.

### **Reason**

To enable us to better match available CSC staff resources with peak customer visit times and so provide an improved customer experience by reducing wait times and queue levels at peak periods to mutually acceptable levels, providing the best service resources allow.

### **Authority for Decision**

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, is delegated to the Head of Paid Service (Item 6 on page 3-25 of the Constitution).

### **Decision and Date**

### **Background**

In April this year a generic Customer Advisor reduced her weekly hours by 7.5 to 29.5 hours per week for personal reasons. The relinquished 7.5 hours were not backfilled.

In September a different part-time Customer Advisor resigned, creating a further 27.5 hours vacancy.

This created an opportunity to reduce the vacant post by 9.5 hours (to 18 hours per week) and combine these released hours with the 7.5 hours relinquished from the other Advisor post so to create an additional 17 hours per week generic Customer Advisor position.

The rationale behind creating two shorter-working-hour posts rather than combining into a single full-time post is that many working customers tend to visit the Customer Service Centre during their lunch break. This, by definition, is the time when the number of Advisors available to serve is depleted (as having their own lunches), which impacts on service levels and customer waiting times (notwithstanding our introducing 30-minute lunch breaks on alternative weeks from 2011).

By backfilling with two staff on shorter hours (with no lunch break) we can better match CSC resources to these peak customer visit times, and so provide a better customer experience by reducing wait times / numbers waiting at peak periods to mutually acceptable levels.

Changing the working pattern will also go some way towards minimising any occasions at the start or end of the day where higher resource levels have historically been present but may not have always been fully utilised.

### **Comments from HR**

HR Advisor: Amy Mansfield

Comment: HR Advise not sought as manager competent in their understanding of their service area however, this seems a sensible approach.

### **Financial Implications**

These are effectively cost neutral internal accounting entries within existing Customer Services budgets, and so have no financial implications.

### **Background papers**

Recruitment Approval Request Form authorised by David Platts (Head of Revenues, Benefits and Customer Services), dated 1<sup>st</sup> October 2012