

**Officers Requesting Decision**

Graham Walton - Customer Service Delivery Manager (Corporate Services)  
Jason Agar – Licensing Manager (Regulatory Services)

**Officer Making the Decision**

Geoff Parker - Chief Executive

**Recommendation**

1. To delete 18 hours from Grade 2 Administrative Assistant Post F121 (V007) Customer Services, total post hours being 154.5hrs for this post with effect from 1 October 2014.
2. To increase Post hours Grade 4 Licensing Administrative Assistant Post M220 (E205) by 14.5hrs, total post hours being 51.5hrs for this post with effect from 1 October 2014.

**Reason**

The Licensing Team currently has a temporary (agency) employee whose post is funded by Customer Services. The post holder currently undertakes both licensing administration and customer service functions. Following a joint review of this post by Customer Services and Licensing it has been decided that in the interests of efficiency that it be transferred from Customer Services to Licensing.

**Authority for Decision**

Section 8 of the Constitution contains a delegation to the Head of Paid Service 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  5 OCTOBER 2014

**Background**

Cabinet approved the restructuring of the Licensing Service in 2009 (ref Minute No. 207 Cabinet 23<sup>rd</sup> April 2009). The decision included the deletion of existing posts within the Licensing Service and the creation of new Administration Assistant posts. This transferred some administrative functions from the Licensing Team to Customer Services. The posts were at Scale 2 with a total of 54.5 hours (1 FTE and 1 at 17.5hours)

Following implementation it was decided that due to operational needs 1 FTE was returned to the Licensing Service in 2012. This was approved through a Delegated Decision (dated 20 March 2012) and was at a Scale 4 (M220).

The remaining 17.5 hours continued to be funded through the Customer Services budget. This was used to fund a temporary agency post, which was located within the Licensing Team to assist in the processing of Licensing applications.

Following on-going reviews and development of the Customer Service and Contact Centre Teams, both the Customer Service Delivery Manager and the Licensing Manager are of the opinion that this post should now be permanently transferred back into the Licensing Service. This will allow for more effective direct management and control of the member of staff.

Following numerous legislative changes over the past 2-3 years within the Licensing Service, including changes to Temporary Event Notices, the suspension of Premises Licences, changes to Criminal Records Checks for taxi drivers, and the introduction of Scrap Metal Licences and the Live Music Act, the need for more scrutiny of applications is required. It is therefore necessary that the resulting transfer of the salary budget should be used to add additional hours to Licensing Administrative Assistant Post M220, which is a scale 4 post. This will allow for better flexibility and cover within the Licensing Team. The overall budget transfer will be £9,500, which equates to 14.5 hours being added (a net loss of 3 hours).

### **Comments from HR**

HR Advisor: Anna Cairns (23/9/14)

Summary of Comments from HR: The assumption that there are no financial issues relating to this change. Any recruitment to the post/s should follow the normal CBC recruitment processes.

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

### **Financial Implications**

There are no net financial implications as the staffing budget for Customer Services is to reduce by £9500 and transfer the staffing budget to licensing £9500.

### **Risk Management**

No specific risks have been identified with this report.

### **Key Decision**

No

### **Background Papers**

1. Minute No. 207 Cabinet 23<sup>rd</sup> April 2009.
2. Delegated Decision Licensing Admin Assistant Post - 20<sup>th</sup> March 2012 (DD 58 11/12)