

## CABINET - 19TH JANUARY 2017

### Report of the Head of Strategic Support Lead Member: Councillor Poland

#### Part A

#### ITEM 7 STRATEGIC SUPPORT RESTRUCTURE

##### Purpose of Report

To agree a restructure within the Strategic Support service.

##### Recommendations

1. That the following vacant posts / weekly hours are deleted from the establishment:
  - Senior Electoral & Land Charges Assistant (post L131): 16.5 hours;
  - Marketing & Communications Officer (post Q035): 26 hours;
  - Communications Assistant (post A011): 37 hours;
  - Legal Secretary (post L128): 17 hours.
  
2. That the weekly establishment hours for the following posts are reduced, and that any compensation payments arising are met from the reinvestment reserve:
  - Insurance Officer (post F125): from 37 hours to 30 hours;
  - Corporate Health & Safety Officer (post L225); from 37 hours to 30 hours.
  
3. That the following amendments are made to the indicated posts (job descriptions and person specifications as shown in Appendix D):
  - Communications Officer (post M176); new job title Communications Manager with revised job description and person specification;
  - Communications Support Officer (post P217): new job title Communications Officer (Social Media & PR) with revised job description and person specification, and regraded from Scale 4 to Scale 5 (NB this requires deletion of the existing post number and replacement with a new one);
  - Team Leader – Electoral Services & Land Charges (post L130): new job title Electoral Services & Land Charges Manager with revised job description and person specification;
  - Learning & Organisational Development Coordinator (post M207): revised job description and person specification;
  - Corporate Improvement & Policy Officer (post M206): revised job description and person specification;
  - Learning & Development Officer (post M082): revised job description and person specification;
  - Improvement Support Officer (post M172): revised job description and person specification;
  - Auditor (posts F415 and F417): revised job description and person specification.

4. That the following new posts are established at the indicated salary grades (job descriptions and person specifications as shown in Appendix E):
  - Apprentice Business Administrator: apprentice grade (full-time);
  - Communications Officer (Website & Publications): Scale 5 (full-time);
  - Administrative Assistant (Legal Services): Scale 3 (17 hours per week) – with a selection process for existing holders of post L128.
5. That an ongoing overtime budget of £3,000 per annum be created within the Electoral Services & Land Charges team (cost centre E105) from financial year 2017/18 onwards.
6. That delegated authority be given to the Head of Strategic Support to agree implementation dates for recommendations 1 to 4.

### Reasons

1 to 6. To implement the proposals of an organisational change review which are designed to ensure that staffing resources within the Strategic Support service are correctly aligned to service needs.

### Policy Justification and Previous Decisions

Cabinet approval for the restructure proposals is required as more than five posts are affected.

### Implementation Timetable including Future Decisions and Scrutiny

The report seeks delegated authority for the Head of Strategic Support to agree implementation dates for the proposed amendments. It is likely that most of the changes will be implemented as from 1st April 2017, although there may be some variations due to notice requirements for some individual staff.

### Report Implications

The following implications have been identified for this report.

#### *Financial Implications*

Based upon 2017/18 draft budgets the following financial implications have been identified;

Increase/(Saving)

<b>Post No.</b>	<b>Summary of Changes</b>	<b>Full Year Effect Current Scale £</b>	<b>Ongoing Effect Top of Scale £</b>
L128	Legal Secretary – delete 17 hours per week (Sc4)	(11,200)	(12,100)
New	Create Admin Asst (Legal) – 17 hours per week (Sc3)	9,900	10,500
N/A	Legal Secretary - salary protection for 3 years	1,300	-

A011	Communications Asst – delete 37 hours per week (Sc4)	(24,600)	(27,500)
Q035	Marketing & Comms Officer – delete 26 hours per week (Sc6)	(22,300)	(23,800)
P217	Re-grade Comms Officer (Social Media & PR) post from Scale 4 to Scale 5 (to be deleted and replaced with a new post number)	1,800	3,600
New	Create Comms Officer (Website & Publications) – 37 hours per week (Sc5)	28,300	31,100
F125	Insurance Officer – reduce from 37 to 30 hours per week (SO1)	(7,500)	(7,500)
L225	Corporate Health & Safety Officer – reduce from 37 to 30 hours per week (PO1)	(9,000)	(9,000)
L131	Senior Electoral & Land Charges Asst – delete 16.5 hours per week (Sc5)	(12,200)	(13,400)
New	Create Apprentice Business Administrator post – 37 hours per week	19,000	19,000
N/A	Establish overtime budget for Electoral Services & Land Charges	3,000	3,000
N/A	<u>Other Funding Requirements:</u>		
	Principal Solicitor – market premium	2,800	2,800
	Legal Services – job evaluations	8,400	8,400
<b>TOTAL SAVINGS</b>		<b>(12,300)</b>	<b>(14,900)</b>

Estimated compensation payments for reductions in hours for staff in post of approximately £8,200 will be met from the Reinvestment Reserve.

### *Risk Management*

The risks associated with the decision Cabinet is asked to make and proposed actions to mitigate those risks are set out in the table below.

Risk Identified	Likelihood	Impact	Risk Management Actions Planned
Challenge to the proposals leading to delay or revision.	Unlikely	Minor	The proposals have been subject to consultation with all the staff affected and with the Trade Unions.

### *Equality and Diversity*

An equality impact assessment has been undertaken (see Appendix B), which indicates that the staff directly affected by the proposals are broadly representative of the Council's workforce as a whole, and that there is no particular effect on any diversity or equality issues.

Key Decision: No

Background Papers: None

Officer to contact: Adrian Ward  
Head of Strategic Support  
(01509) 634573  
[adrian.ward@charnwood.gov.uk](mailto:adrian.ward@charnwood.gov.uk)

## **Part B**

### Background

1. A review of several of the teams within the Strategic Support service has been undertaken in accordance with the Council's procedure for dealing with organisational change.
2. The initial proposals for change have been subject to consultation with staff and with the trade unions, and the final amended proposals for each team affected are summarised below. The issues raised during the consultation and the management responses are summarised in Appendix C.

### Audit & Risk Team

3. It is proposed to reduce the working hours of the Insurance Officer and the Corporate Health & Safety Officer from 37 hours per week to 30 hours per week for both posts.
4. This follows an ongoing reduction in the volume of insurance claims and support required for insurance matters over the last few years, and a change towards an assurance based approach for corporate health and safety.
5. It is also proposed to update the job description of the Auditor posts within the team to reflect the current duties, although the proposed amendments do not change the salary grading of the post.

### Improvement & Organisational Development Team

6. The main proposal is to update the structure of the communications team so that it consists of a Communications Manager and two Communications Officers. One of the Communications Officers will focus on supporting social media and dealing with the press, and the other will focus on supporting the Council's website and the production of publications (including One Charnwood and the tenants' newsletter).
7. It is also proposed to update the job descriptions and person specifications of several other posts within the team, although the proposed amendments do not change the salary gradings of the posts concerned.

### Electoral Services & Land Charges Team

8. The team has faced a significant increase in workload arising from the introduction of Individual Electoral Registration, and has also been faced with the Police & Crime Commissioner elections in May, closely followed by the EU Referendum in June.
9. The main proposal is to create a new Apprentice Business Administrator post to provide some additional staffing resources within the team, and also to establish an overtime budget to cope with peak workloads such as in the run-up to major elections.

## Legal Services

10. Job descriptions within Legal Services were reviewed and updated earlier in 2016, and this resulted in some posts being re-graded under the job evaluation process. The ongoing costs of these re-grades will be funded from the savings arising from the proposals within this report.
11. The proposals also address a query which was raised by the job evaluation panel about the number of Legal Secretary hours required to support the team, and it is recommended that some of the hours currently classed as Legal Secretary are amended to become a part-time Administrative Assistant post on a reduced salary grade. A selection process involving the current holders of the Legal Secretary post will be required.

## Other Funding Requirements

12. As explained in paragraph 10, some of the savings arising from this review will be used to fund the ongoing costs of previous salary re-gradings within the Legal Services team.
13. The savings will also be used to fund a three year market supplement that has been attached to the vacant Principal Solicitor post within Legal Services, which is required as a result of recruitment difficulties that have been experienced.
14. The main aim of the restructure has been to ensure that resources within the relevant teams are aligned to current and future service needs and that job descriptions are up to date, and not to generate savings. However, as set out in the financial implications section of this report, the net effect of the proposals will generate some ongoing budget savings.

## Appendices

- Appendix A: Original consultation document
- Appendix B: Equality Impact Assessment
- Appendix C: Summary of consultation responses
- Appendix D: Amended job descriptions and person specifications for existing posts
- Appendix E: Job descriptions and person specifications for proposed new posts

CORPORATE SERVICES DIRECTORATE

CONSULTATION DOCUMENT FOR STRATEGIC SUPPORT SERVICE

24<sup>th</sup> OCTOBER 2016

## 1. Background

There are some areas where change is required within several teams within Strategic Support which now need considering and addressing to ensure that the service as a whole continues to be responsive to the developing needs of the Council as a whole.

These include:

- the required level of administrative support within the Legal Services team,
- a need to review roles and responsibilities within the Improvement & Organisational Development team to ensure that we can continue to offer the relevant levels of support to the Council moving forward in terms of communications, learning & development, customer service excellence and support for corporate programmes and projects,
- a need to review the level of support required for insurance within the Audit & Risk team in light of corporate changes over recent years (eg. outsourcing of grounds maintenance and leisure centre management) and a consequent reduction in the number of claims being dealt with, and to assess the impact of the amended arrangements for corporate Health & Safety,
- the impact of Individual Electoral Registration (IER) within the Electoral Services & Land Charges team.

The Council is likely to face significant ongoing funding pressures over the next few years. The proposals within this consultation document are designed to address the current service issues as set out above, but do not preclude further organisational change within the service if this is required to address future budget saving requirements.

## 2. Current structure

A current structure chart for each of the relevant teams is attached at Appendix A.

The following current posts are affected by the proposals set out in this consultation document:

Job Title	Grade	Headcount	Full time equivalent (FTE) posts
<b>Legal Services Team:</b>			
Legal Secretary (L128)	Sc4	3	2.46
<b>Improvement &amp; Organisational Development Team:</b>			
Corporate Improvement & Policy Officer (M206)	PO3	1	1
Improvement Support Officer (M172)	Sc5	1	0.50
Learning & Organisational Development Coordinator (M207)	PO3	1	1
Communications Officer (M176)	PO1	1	1
Learning & Development Officer (M082)	Sc6	1	1
Communications Assistant (A011)	Sc4	1	1 (vacant)
Marketing & Communications Officer (Q035)	Sc6	1	0.70 (vacant)
Communications Support Officer (P217)	Sc4	1	1
<b>Audit &amp; Risk Team:</b>			
Insurance Officer (F125)	SO1	1	1
Corporate Health & Safety Officer (L225)	PO1	1	1
Auditor (F415)	SO2	1	0.81
<b>Electoral Services &amp; Land Charges Team:</b>			
Team Leader - Electoral & Land Charges (L130)	PO1	1	1
Senior Electoral & Land Charges Assistant (L131)	Sc5	2	1.46 (0.51 vacant)

## 3. Proposed structure

### Legal Services

Job descriptions and person specifications for jobs within Legal Services were reviewed and updated prior to the commencement of this review.

It was proposed to the JE panel that all then current Legal Admin Assistant posts (91 hours occupied by 3 post holders, then graded as Sc3) should be re-titled as Legal Secretaries with revised job descriptions. Whilst the JE panel upgraded the revised Legal Secretary post to Sc4, they queried whether it was necessary for all the 91 hours to be re-graded as Legal Secretaries.

This has therefore been considered further, and it is now proposed that whilst two FTE posts (ie. 74 hours per week) of Legal Secretary are required, that the remaining 17 hours will revert back to an Admin Assistant post, which will be a new post. A proposed job description and person specification for this post has been developed, which has been graded as Sc3 by the JE panel. The 74 hours per week Sc4 Legal Secretary posts will initially be ring-fenced to applications from the existing post holders, and the 17 hours Sc3 Legal Admin Assistant post will then be ring-fenced to any unsuccessful applicants. Pay protection is therefore likely to apply for a period of 3 years to the new post.

The Principal Solicitor (Planning) post is currently vacant, and two recent recruitment attempts have proved unsuccessful in attracting suitable applicants. The provision of suitable legal advice on planning matters is considered to be vital to the Council, and therefore it is not proposed to amend this post at this point in time. The funding arising from the vacancy is currently being used to buy-in external legal support for planning and to pay honoraria to the two Solicitors. Separate from these proposals, the vacancy is being re-advertised with a market premium attached, which will need to be funded from these restructure proposals, or from elsewhere within Strategic Support budgets.

Due to the likelihood of pay protection applying, there will be no immediate financial effects arising from the proposal.

### Improvement & Organisational Development

The posts relating to communications within the team have been considered, and it is felt that 3 posts are needed moving forwards; a manager position, supported by two communication officer positions, one focussed towards supporting the Council's website and dealing with publications, including the tenants' newsletter, and one focussed towards social media and public relations, including dealing with media enquiries.

A revised job description and person specification for the Communications Officer (M176) have therefore been produced and it is proposed that the post be re-titled as Communications Manager. The JE panel have concluded that these amendments do not affect the salary grading, which will remain as PO1. The current post holder will therefore remain in post.

It is proposed that the current posts of Marketing & Communications Officer (Q035: 26 hours per week, Sc6 –vacant), and Communications Assistant (A011: Sc4 - vacant) be deleted and replaced with a new fulltime post of Communications Officer (Website & Publications). A job description and person specification for the post have been drawn up, and have been evaluated by the JE panel as Sc4.

A revised job description and person specification have been drawn up for the existing post of the Communications Support Officer (P217: Sc4) and it is proposed that the post be renamed as Communications Officer (Social Media & PR). The JE panel have concluded that the amendments will not result in a change to the salary grade, which will remain as Sc4. It is therefore proposed that the existing post holder will remain in post.

It is proposed that a new Apprentice Business Administrator post will be created, which will be largely based within the Electoral & Land Charges team, but which will also provide some basic clerical and administrative support to the Improvement & Organisational Development team. It is anticipated that up to one day a week (7 hours) of the apprentice post will be allocated to the Improvement & Organisational Development team, but that the relevant team managers will be expected to agree some flexibility in these arrangements depending on changing support needs – for example, more support may be required within the Electoral & Land Charges team in the run-up to major elections.

The proposed apprentice post will undertake some of the more basic administrative tasks currently undertaken by the Learning & Development Officer (M082), which will create additional capacity for this post to take on some of the more administrative tasks currently undertaken by the Learning & Organisational Development Coordinator, such as booking training providers. The job description for the post has therefore been updated and considered by the JE panel who have concluded that there is no resultant change to the salary grade, which remains as Sc6. The current post holder will therefore remain in post.

The corporate training budget, which is currently £75.9k is largely being used to fund ongoing blocks of training, and it is also proposed to reduce it by £10k for 2017/18 onwards.

It is considered that a proportion of the available time of Learning & Organisational Development Coordinator post (M207), possibly up to 15 hours per week on average, can be re-allocated to support corporate projects and programmes, which is an area where it is likely that the Council will need additional support due to projects which have already commenced or which are upcoming.

The job description and person specification for this post have therefore been amended to reflect this proposed greater emphasis on supporting corporate projects. The JE panel have considered the amendments, and have concluded that there is no resultant change to the salary grading, which remains as PO3. The current post holder will therefore remain in post.

The net overall financial effect of the proposals would result in an ongoing saving of £19.5k per annum within the team (allowing for 20% of the new proposed apprentice post).

## Audit & Risk

Due to the reduction in the number of insurance claims over recent years arising from the outsourcing of a number of Council functions, it is proposed that the Insurance Officer post (F125) be reduced from its current level of 37 hours per week (ie. one FTE), to 30 hours per week (or 0.81 FTE), with an anticipated fixed working pattern of 6 hours per day over each week. This would result in a partial redundancy situation for the postholder, for which a compensation payment would be made in line with the Council's redundancy policy.

The job description for the Insurance Officer post has also been reviewed and updated, and the JE panel have indicated that the grading remains unaffected at SO1. The current postholder will therefore remain in post.

There have been changes in the Council's approach to corporate Health and Safety, and as a result it is considered that there is no longer a requirement for a full-time equivalent Corporate Health & Safety Officer due to the transition towards an assurance based approach.

It is therefore proposed that the Corporate Health & Safety Officer post (L225) be reduced from its current level of 37 hours per week (ie. one FTE), to 30 hours per week (0.81 FTE), with an anticipated fixed working pattern of 6 hours per day over each week. This would result in a partial redundancy situation for the postholder, for which a compensation payment would be made in line with the Council's redundancy policy.

Amendments are proposed to the job description of the part-time Auditor post (F415) to reflect a greater emphasis on corporate project work. The JE panel have considered these amendments, and have concluded that there is no resultant change to the salary grading, which remains as SO2. The current post holder will therefore remain in post.

The vacant 37 hours within the other Auditor post (F417) have not been filled for a number of years, and support has been bought in from the County Council. It is proposed that an attempt will be made to recruit to the vacant post, as having an 'in-house' resource will allow for greater resilience within the team as a whole, and will represent better value for money in terms of providing more working days within the available budget.

The net overall financial effect of the proposals is an ongoing annual saving of £16.1k within the team.

## Electoral Services & Land Charges

The Team leader – Electoral Services & Land Charges (L130) job description has been amended to reflect the current responsibilities of the post, and it is proposed to change the job title to Electoral Services & Land Charges Manager. The JE panel have considered the amendments and have concluded that the salary grade remains unchanged at PO1. The current post holder will therefore continue in post.

The workload of the team has increased significantly as a result of the introduction of Individual Electoral Registration and it appears that this will continue, at least in the near future. There are also proposals to transfer a significant element of the land charges function nationally to the Land Registry at some point over the next few years, although it is still unclear exactly what the impacts of this may be on required staffing resources.

There have also been very significant resource demands arising from the recent major elections: the 2015 combined general, Borough and parish elections and the EU referendum which followed on in quick succession from the PCC election in 2016.

It is therefore proposed that the vacant 19 hours for the Senior Electoral & Land Charges Assistant post (L131) be deleted, and that a new full-time Apprentice Business Administrator post be created. Whilst this post will work largely within the Electoral & Land Charges team, the post-holder will also provide basic clerical and administrative support to the Improvement & Organisational Development team for such functions as purchase ordering and good receipting, and will also potentially be able to provide support more widely across the Strategic Support service to cover for vacancies and other demands that may occur at times.

The creation of an apprentice post also supports the Council's wider objective of maximising opportunities for young people and will assist in achieving our requirements under the Government's new national apprenticeship arrangements.

It is further proposed that an ongoing budget of £5k per annum be created for any overtime or casual staffing support which may be needed due to demands arising from by elections or other peaks in required staffing resources that may occur, for example during the annual electoral canvass.

The net financial effect will be to increase the salary budget of the Electoral Services & Land Charges team by a maximum of £4.9k per annum, allowing for 80% of the costs of the new apprentice post at the maximum age grouping.

## Summary of Proposals

Revised structure charts are attached in Appendix B.

The following new posts are proposed, and job descriptions/person specifications are attached in Appendix C:

<b>Job title</b>	<b>Grade</b>	<b>Full time equivalent (FTE) posts</b>
Apprentice Business Administrator	Apprentice	1
Communications Officer (Website & Publications)	Sc4	1
Admin Assistant (Legal Services)	Sc3	0.46

The following posts are proposed for deletion or reduction in hours (and updated job descriptions/person specifications are attached in Appendix C where applicable):

<b>Job title</b>	<b>Grade</b>	<b>Full time equivalent (FTE) deletion/reduction</b>
Senior Electoral & Land Charges Assistant (L131: vacant)	Sc5	0.51 (19 hours – reduction)
Insurance Officer (F125)	SO1	0.19 (7 hours – reduction)
Corporate Health & Safety Officer (L225)	PO1	0.19 (7 hours – reduction)
Marketing & Communications Officer (Q035: vacant)	Sc6	0.70 (26 hours – deletion)
Communications Assistant (A011: vacant)	Sc4	1 (deletion)
Legal Secretary (L128)	Sc4	0.46 (17 hours – reduction)

Amendments to job titles and/or job descriptions are proposed for the following posts (attached in Appendix C):

<b>Current Job Title</b>	<b>Proposed Job Title</b>	<b>Current Grade</b>	<b>Proposed Grade</b>	<b>Full time equivalent (FTE) current v. proposed</b>
Communications Officer	Communications Manager	PO1	PO1	1 (no change)
Communications Support Officer	Communications Officer (Social Media & PR)	Sc4	Sc4	1 (no change)
Team Leader – Electoral Services & Land Charges	Electoral Services & Land Charges Manager	PO1	PO1	1 (no change)
Learning & Organisational Development Coordinator	No change – amended JD only	PO3	PO3	1 (no change)
Corporate Improvement & Policy Officer	No change – amended JD only	PO3	PO3	1 (no change)
Learning & Development Officer	No change – amended JD only	Sc6	Sc6	1 (no change)

Improvement Support Officer	No change – amended JD only	Sc5	Sc5	1 (no change)
Auditor (F415)	No change – amended JD only	SO2	SO2	0.81 (no change)

The overall financial effects of the proposals will be to save £30.7k on an ongoing basis.

However, the following ongoing costs already exist which need to be funded by the restructure:

Legal Services – previous job evaluations: £8.4k  
Principal Solicitor – market supplement (for 3 years): £2.8k

Therefore the net overall ongoing saving will therefore be £19.5k per annum.

Compensation payments for the proposed reductions in hours (which are estimated to total £8,200) will be met from the reinvestment reserve.

## 4. Measures to avoid or minimise redundancies

There are no compulsory redundancies contained within the proposals, although there are proposed reductions in hours for two posts, for which compensation will be paid according to the Council’s redundancy policy.

Any staff within the teams affected are also welcome to arrange to meet with the Head of Strategic Support or the HR Advisor for the restructure (Anna Cairns) if they wish to investigate options such as a voluntary reduction in hours, voluntary redundancy (full or partial), or flexible retirement.

## 5. Comparability

There are no situations within the proposals where comparability issues arise.

## 6. Working arrangements

There are no impacts arising from the proposals in relation to re-locating places of work.

## 7. Selection

The remaining 74 hours of Legal Secretary (L128, Sc4) will be subject to a selection process from among the post-holders of the current 91 hours.

It is proposed that written submissions from the existing post-holders will be invited within which they will be expected to indicate how many of the available hours that

wish to be considered for (up to a maximum of 37). If the submissions received exceed the available 74 hours, then interviews would be undertaken by the Head of Strategic Support and the Legal Services Manager who would decide which of the current post holders should remain in post based on criteria which would be made available to the applicants in advance of the interviews.

Any unsuccessful applicants would then be ring-fenced to the proposed new Admin Assistant post (Sc3, 17 hours), with pay protection if applicable.

## 8. Redundancy

There are no compulsory redundancies contained within these proposals, although there are reductions in hours proposed for the Insurance Officer and Corporate Health & Safety Officer posts, both of which are proposed to reduce from 37 to 30 hours per week.

Requests for further voluntary redundancies are not being sought

Formal notice for the proposed reductions in hours would be given after any Cabinet decision in the restructure proposals comes into effect, and would be in accordance with the relevant contractual notice periods.

Compensation payments for reductions in hours will be calculated in accordance with the Council's redundancy policy. Further information can be found within the Organisational Change Policy & Procedure.

Applications for flexible retirement will be considered where applicable.

## 9. Supportive measures

### Counselling Service

Employees affected by organisational change can contact the AMICA Telephone Counselling Service for confidential advice and support.

### Time off to seek alternative employment or arrange training

Employees being made partially redundant who either have redeployment status or have been continuously employed for 2 years or more will be granted reasonable time off work with pay during their notice period to look for new employment or to arrange training for future employment. This will include time off to attend job interviews and visit employment agencies or Jobcentre Plus in connection with new employment.

## 10. Equality Impact Assessment

An equality impact assessment has been undertaken, which does not identify any specific implications for any particular characteristics or employee group.

## 11. Timescales and dates

Event	Timescale / Proposed Date
❖ Start of formal consultation period	Monday 24/10/16
❖ Meetings to take place	Monday 24/10/16 & Tuesday 25/10/16
❖ Mid-consultation meetings (on request)	Week commencing 07/11/16
❖ Closing date for consultation responses	Friday 25/11/16
❖ Cabinet report date (as more than 5 posts affected)	Thursday 19/01/17
❖ Selection: applications/written submissions and interviews	To be confirmed (after Cabinet decision)
❖ Implementation of new structure (proposed)	01/04/17

## 12. Consultation feedback

The Council is committed to full and meaningful consultation with employees and with our recognised trade unions. Consultation will be undertaken with a view to reaching agreement and any representations or counter proposals made will be fully considered.

Consultation responses should be submitted by email to Adrian Ward ([adrian.ward@charnwood.gov.uk](mailto:adrian.ward@charnwood.gov.uk)), Head of Strategic Support, by Friday 25 November 2016.

## 13. Authorisation

This Consultation Document has been agreed by the Strategic Director: Yes

Approved by Strategic Director:

Signed .....Simon Jackson.....

## Charnwood Borough Council

### Equality Impact Assessment 'Knowing the needs of your customers and employees'

#### ■ Background

An Equality Impact Assessment is an improvement tool. It will assist you in ensuring that you have thought about the needs and impacts of your service/policy/function in relation to the protected characteristics. It enables a systematic approach to identifying and recording gaps and actions.

#### ■ Legislation- Equality Duty

As a local authority that provides services to the public, Charnwood Borough Council has a legal responsibility to ensure that we can demonstrate having paid due regard to the need to:

- ✓ Eliminate discrimination, harassment and victimisation
- ✓ Advance Equality of Opportunity
- ✓ Foster good relations

For the following protected characteristics:

1. Age
2. Disability
3. Gender reassignment
4. Marriage and civil partnership
5. Pregnancy and maternity
6. Race
7. Religion and belief
8. Sex (Gender)
9. Sexual orientation

What is prohibited?

1. Direct Discrimination
2. Indirect Discrimination
3. Harassment
4. Victimisation
5. Discrimination by association
6. Discrimination by perception
7. Pregnancy and maternity discrimination
8. Discrimination arising from disability
9. Failing to make reasonable adjustments

**Note: Complete the action plan as you go through the questions**

■ **Step 1 – Introductory information**

Title of the policy	Strategic Support - Restructure
Name of lead officer and others undertaking this assessment	Adrian Ward
Date EIA started	12/10/2016
Date EIA completed	

■ **Step 2 – Overview of policy/function being assessed:**

Outline: What is the purpose of this policy? (Specify aims and objectives)
A restructure within the Strategic Support service.
What specific group/s is the policy designed to affect/impact and what is the intended change or outcome for them?
The restructure is designed to ensure that staffing resources within the service are aligned to service needs,
Which groups have been consulted as part of the creation or review of the policy?
Staff and Trade Unions were informed – there will be a consultation on the proposals.

■ **Step 3 – What we already know and where there are gaps**

List any existing information/data do you have/monitor about different diverse groups in relation to this policy? Such as in relation to age, disability, gender reassignment, marriage and civil partnership, pregnancy & maternity, race, religion or belief, sex, sexual orientation etc.
Data/information such as: <ul style="list-style-type: none"> <li>▪ Consultation</li> <li>▪ Previous Equality Impact Assessments</li> <li>▪ Demographic information</li> <li>▪ Anecdotal and other evidence</li> </ul>
Information obtained from iTrent re directly affected staff.
What does this information / data tell you about diverse group? If you do not hold or have access to any data/information on diverse groups, what do you need to begin collating / monitoring? (Please list)
The information suggests that the directly affected staff are broadly representative of the Council's workforce as a whole in terms of age, disability and gender.

■ **Step 4 – Do we need to seek the views of others? If so, who?**

In light of the answers you have given in Step 2, do you need to consult with specific groups to identify needs / issues? If not please explain why.

No.

■ **Step 5 – Assessing the impact**

In light of any data/consultation/information and your own knowledge and awareness, please identify whether the policy has a positive or negative impact on the individuals or community groups (including what barriers these individuals or groups may face) who identify with any 'protected characteristics' and provide an explanation for your decision (please refer to the general duties on the front page).

	<b>Comments</b>
<b>Age</b>	Age ranges of the 14 directly affected staff: 21 to 30: 2 31 to 40: 2 41 to 50: 6 51 to 60: 4  This is generally representative of the age groupings of the Council workforce as a whole.
<b>Disability</b> (Physical, visual, hearing, learning disabilities, mental health)	Of the 14 staff, 1 has declared themselves as disabled, 8 as not being disabled, and for 5 we hold no data.
<b>Gender Reassignment</b> (Transgender)	No data held.
<b>Race</b>	Of the 14 staff, 12 have declared themselves as White British, and for the remaining 2 we hold no data.
<b>Religion or Belief</b> (Includes no belief)	Of the 14 staff: Christian – Protestant: 2 Atheist: 4 Agnostic: 1 Other: 1 No data: 6
<b>Sex</b> (Gender)	Of the 14 staff: Female: 11 Male: 3
<b>Sexual Orientation</b>	Of the 14 staff: Heterosexual: 8 No data: 6
<b>Other protected groups</b> (Pregnancy & maternity, marriage & civil partnership)	No data.

<b>Other socially excluded groups</b> (carers, low literacy, priority neighbourhoods, health inequalities, rural isolation, asylum seeker and refugee communities etc.)	No data.

Where there are potential barriers, negative impacts identified and/ or barriers or impacts are unknown, please outline how you propose to minimise all negative impact or discrimination.

Please note:

- a) If you have identified adverse impact or discrimination that is illegal, you are required to take action to remedy this immediately.
- b) Additionally, if you have identified adverse impact that is justifiable or legitimate, you will need to consider what actions can be taken to mitigate its effect on those groups of people.

No significant barriers of negative impacts on particular groups of staff have been identified.

Summarise your findings and give an overview as to whether the policy will meet Charnwood Borough Council's responsibilities in relation to equality and diversity (please refer to the general duties on the front page).

The information held suggests that staff directly affected by the proposals are broadly representative of the Council's workforce as a whole, and that there is no particular effect on any particular diversity or equality issues.

**Step 6- Monitoring, evaluation and review**

Are there processes in place to review the findings of this Assessment and make appropriate changes? In particular, how will you monitor potential barriers and any positive/ negative impact?

Not applicable.

How will the recommendations of this assessment be built into wider planning and review processes? e.g. policy reviews, annual plans and use of performance management systems.

Not applicable.

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■ **Step 7- Action Plan**

Please include any identified concerns/actions/issues in this action plan: The issues identified should inform your Service Plan and, if appropriate, your Consultation Plan			
Reference Number	Action	Responsible Officer	Target Date
	None identified.		

■ **Step 8- Who needs to know about the outcomes of this assessment and how will they be informed?**

	Who needs to know (Please tick)	How they will be informed (we have a legal duty to publish EIA's)
<b>Employees</b>	Y	Will be published and made available to staff.
<b>Service users</b>	N	
<b>Partners and stakeholders</b>	N	
<b>Others</b>	Y	Trade Unions – see under Employees above.
<b>To ensure ease of access, what other communication needs/concerns are there?</b>		None.

<b>Please delete as appropriate</b>
<b>I agree with this assessment / action plan</b>

If *disagree*, state action/s required, reasons and details of who is to carry them out with timescales:

Signed (Service Head): Adrian Ward

Date: September 2016

[Please send completed & signed assessment to Suzanne Kinder for publishing.](#)

- Step 9- Conclusion (to be completed and signed by the [Service Head](#))

## STRATEGIC SUPPORT RESTRUCTURE – SUMMARY OF CONSULTATION RESPONSES

	<b>Issue Raised</b>	<b>Management Response</b>
1.	One of the current Senior Electoral & Land Charges Assistants has expressed an interest in increasing their hours by 2.5 per week.	This is acceptable, and the costs (approx £2k per annum) can be funded from the £5k which was going to be used to establish an overtime budget, which will now be £3k.
2.	Query from an officer whose working hours are proposed to be reduced about the proposed working pattern following the reduction.	In consultation with the relevant team manager we will consider proposals to work a fixed pattern of 30 hours per week over 4 days, rather than 5 days.
3.	Request to amend the proposed job descriptions for the two Communication Officer posts.	Revised job descriptions drawn up which better reflect the anticipated responsibilities of the posts, and considered by Job Evaluation Panel which resulted in them being grade at Scale 5 rather than Scale 4. Agreed to proceed with the revised job descriptions
4.	Some uncertainty about the proposed Apprentice Business Administrator post.	As set out in the consultation document, the managers of the two teams within which the apprentice will be working will be expected to agree arrangements between themselves, with some flexibility to respond to peaks and troughs in workload.
5.	The reference to the number of hours allocated by the Learning and Development Co-Ordinator to Corporate Projects has caused some concern. This is perhaps a more fluid and flexible arrangement and the number should be removed and replaced with wording. This is relevant in relation to the Learning and Development Officer post too.	The number of hours quoted was as a general guide and was not designed to be taken as a specific 'quota'. Agreed that the arrangements for both posts need to be fluid and adaptable.
6.	The consultation document reads more like the restructure was undertaken as a cost saving exercise not to review resources across the Strategic Support Service.	As set out in the consultation document, cost savings were not a driving factor behind the proposals. The level of staffing resources required within individual teams has been given careful consideration, and the proposals seek to deliver the required levels of staffing resources which are needed moving forwards.
7.	Clarification sought about the assessment of staffing resources needed for the insurance service.	The level of staffing resources needed for insurance was given careful consideration, and the conclusion reached was that a full-time post is no longer required. The examples given indicating that a full-time resource was no longer required were not exhaustive.

8.	Proposal that rather than deleting 17 hours of the Legal Secretary post (Scale 4) and replacing them with 17 hours of an Admin Assistant post (Scale 3), that the hours be retained for the Scale 4 post but at 16 hours per week rather than 17. This is on the basis that this would create greater resilience for the Legal Secretaries, and would potentially be more attractive in terms of people looking for part-time work.	The Legal Services Manager expressed the view during the formulation of the proposals that the most significant task needed to be delivered by these hours is that of audio typing, which is more suited to the Scale 3 post than to a Scale 4 Legal Secretary. Also, reducing hours would not assist with meeting workload demands within the team. The original proposal will therefore be progressed.
9.	The restructure document doesn't imply that Strategic Support resources were considered as a whole as each team appears to have been considered in isolation without any regard for cross team working.	Opportunities for cross team working were considered and the proposals covered these where relevant possibilities were identified (eg. the Apprentice Business Administrator post working within Elections & Land Charges and Improvement & Organisational Development).
10.	Query as to whether consideration has been given to reallocating staffing resources either within Strategic Support or more widely for those posts where reductions in hours are proposed.	Careful consideration was given during the review to potential options for redeployment possibilities, but unfortunately none were identified that were considered to be suitable alternatives in terms of relative salary gradings and number of hours available.
11.	Reductions in hours for two members of staff within Audit & Risk are proposed, but the original purpose of the restructure was explained as a potential reallocation of resources between teams and that there were no expectations of redundancies.	The purpose of the restructure as originally explained was a potential reallocation of resources across teams, and has remained the main factor behind the restructure proposals as they have progressed. In terms of the organisational change policy, a compulsory reduction in hours is different to a redundancy, and as explained in an earlier response options for potential redeployment of the relevant hours were explored but unfortunately no suitable opportunities were identified.
12.	Query about the justification for the reduction in hours for the Insurance Officer being based on fewer claims, rather than other factors which may indicate spare capacity (eg. time spent by the post holder assisting the Elections team, Customer Service Excellence and dealing with temporary staff administration). Also that the consultation document doesn't make it clear whether the post holder will continue to be expected to assist with non-insurance related work given the proposed reduction in hours.	It is accepted that there are other factors as well as the number of claims which could be used to support the proposal to reduce the hours of the Insurance Officer post.  The primary purpose of the post will continue to be supporting the insurance function, although if there is any spare capacity at times, as with all staff the post holder may be able to assist with other tasks and work. However, given the reduction in hours there may well be less scope for this than has previously been the case.

13.	The justification for reducing the hours for the Health & Safety post is based on the transition to an assurance based approach but does not explain why this results in less hours being required.	<p>As part of the transition to an assurance based approach for health and safety, for the first time an annual work-plan has been drawn up specifying the tasks and work required from the post holder. The main initial tasks were a full review of health and safety arrangements within each of the Council's 10 service areas. Now these initial reviews have been completed, future reviews of each service are anticipated to require much less time, and this is a major factor that has led to the proposal that less hours are required from the relevant post holder.</p> <p>The proposal to reduce the post to 30 hours per week will therefore be progressed.</p>
14.	The proposals relating to updating one of the job descriptions for the Audit posts, and referring to recruiting to the other currently vacant Audit post have not arisen as part of the restructure and should be more clearly referred to as being background information.	It made sense to refer to the proposal to recruit to the vacant Auditor post within the consultation document as it impacts on the internal staffing resources which will be available within the Audit & Risk team as the restructure proposals progress. Although the factors which have led to the need to update the job description for the other Auditor post have developed separately to the restructure proposals, the restructure has presented an opportunity to deal with these and to bring the job description up to date. Upon further consideration, it has also now been decided to align the job descriptions and person specification for the two Auditor posts using the versions included within the consultation document.
15.	Information submitted to counter the justification for the proposed reduction in hours of the Insurance Officer post in terms of number of claims and claim investigations, and the resources required to deal with these.	<p>As set out in a response to an earlier issue raised during the consultation process, there are other factors which indicate that a fulltime Insurance Officer post is no longer justified and the references to claim numbers in the consultation document were given as examples of the more general reduction in workload over the last few years. These other factors include the post holder being involved in administering the temporary staffing contract for a period of time, and providing support for other pieces of work, which while being necessary, useful and productive, were not insurance related.</p> <p>The proposal to reduce the post to 30 hours per week will therefore be progressed.</p>

16.	Queries raised about the job description and person specification for the proposed Learning & Development Officer post compared to the current ones and how these relate to the proposals for Learning & Development Coordinator post.	An updated revised job description and person specification for the post has been produced which more accurately reflects the intended responsibilities. This has been considered by the JE panel who have confirmed that it remains at the same salary grade.
17.	Query about the wording within the consultation document relating to the corporate training budget and potential future funding from the apprenticeship levy.	It is still not known exactly how the apprenticeship levy will work.
18.	Suggestions made for amendments to the Improvement Support Officer job description to reflect current duties.	Job description revised to incorporate the amendments, and confirmed by HR that this will not impact on the salary grading for the post.
19.	Queries raised about resilience within the Audit & Risk team as a result of the proposals.	As stated within the consultation document it is proposed to recruit to the Auditor post which has been vacant for a period and has been being covered by buying in external support. This should provide an extra full-time Charnwood employee within the team. The Head of Service and the Audit & Risk Manager will carefully consider arrangements for office cover when the proposals are implemented.



<b>Division:</b>	Improvement and Organisational Development
<b>Job Title:</b>	Communications Manager
<b>Grade:</b>	PO1
<b>Post Number:</b>	M176
<b>Base/Location:</b>	Southfields, Southfield Road, Loughborough
<b>Responsible To:</b>	Improvement and Organisational Development Manager
<b>Responsible For:</b>	Communication Officers (x 2)
<b>Key Relationships/ Liaison with:</b>	Members, managers and staff from across the organisation

### Job Purpose

To manage a team which provides all aspects of internal and external communication for the Council including new media.

Delivery of an effective and appropriate service to all service users, fairly and without discrimination.

### Main Duties and Responsibilities

1.	To work with officers and Councillors to produce high quality press releases and statements both in response to media enquiries and proactively to spread information regarding Council services and activities.
2.	To lead media project work, in liaison with Members and Officers, including planning and implementation of marketing and communications activity.
3.	To provide the front line service for taking, researching and responding to general public relations/communications queries from the media, including advising Councillors and officers on appropriate responses.
4.	To lead the Council's approach to using social media with regards to communicating with customers and stakeholders and continually look for new developments.
5.	To work with services to identify and deliver communications activity outlined within project and service plans
6.	To provide Communications Support to service led projects and initiatives
7.	To provide advice to staff and Members regarding media and social media
8.	To source copy and pictures for and manage the supplier which designs, produces, prints and distributes the Council's residents' magazine,

	Charnwood News.
9.	To manage the production of the Council's internal fortnightly newsletter – One Charnwood and other regular publications.
10.	To develop and deliver the Council's Corporate Communications Strategy and Plan
11.	To work within the guidelines governing Charnwood's Corporate Communications.
12.	To offer a design service for council services and enhance this through sourcing and procuring design and print services.
13.	To identify strategic opportunities and risks that could affect the Council's reputation and deliver weekly updates for the Chief Executive and Council Leader.
14.	To oversee the content on the Council's website to ensure it is customer focussed and up to date

### Special Factors

The nature of the work may involve the jobholder carrying out work outside of normal working hours.

**This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.**

**Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.**

Date Prepared/Revised: Sept 2016

<b>Division:</b>	Improvement and Organisational Development
<b>Job Title:</b>	Communications Manager
<b>Grade:</b>	PO1
<b>Post Number:</b>	M176

	Essential	Desirable	How assessed
<b>Qualifications</b>			
Educated to degree level in relevant disciplines or with relevant experience in journalism, PR & communications or marketing	✓		App/Doc
<b>Or</b>			
Demonstrable experience identified within the section below.	✓		App/Int
<b>Experience</b>			
Substantial media / communications / marketing experience	✓		App/Int
Experience of motivating and leading a team	✓		App/Int
Proven, successful record of planning and implementing media, communications and / or marketing activity	✓		App/Int
Proven ability to handle the media effectively	✓		App/Int
Proven record of working and influencing effectively with senior managers and / or political leaders		✓	App/Int
Demonstrable experience of successfully using social media as part of the communications / marketing mix	✓		App/Int
Experience of using QuarkXpress or Adobe Creative Suite and / or Photoshop		✓	App/Int

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<b>Skills/Knowledge</b>			
Excellent writing / copywriting skills	✓		App/Int/ Test
An eye for detail and the ability to work to tight deadlines and manage multiple projects effectively.	✓		App/Int
Excellent networking and communication skills	✓		App/Int
Up to date knowledge of current marketing or communications theory.	✓		App/Int
A solid understanding of the political workings of local government		✓	App/Int
Proficiency in using Microsoft Office software	✓		App/Int/ Test
Ability to apply a creative approach to communications	✓		App/Int/ Test
<b>Interpersonal Skills</b>			
Excellent interpersonal skills to establish positive relationships with Officers, Members and the media.	✓		Int
Ability to influence others and to gain trust and confidence	✓		App/Int
Excellent written and presentational skills	✓		App/Int
Detail obsessed	✓		App
Able to work autonomously	✓		App/Int
<b>Other requirements</b>			
An understanding of, and commitment to equal opportunities, and the ability to apply this to all situations.	✓		App/Int
Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓		App/Int
To be able on occasion to work outside normal office hours	✓		App/Int

<b>Key:</b> <b>App = Application form</b> <b>Test = Test</b> <b>Int = Interview</b>	<b>Pre = Presentation</b> <b>Med = Medical questionnaire</b> <b>Doc = Documentary evidence (e.g. certificates)</b>
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**Prepared by: Helen Gretton**

**Date: September 2016**



<b>Division:</b>	Improvement & Organisational Development
<b>Job Title:</b>	Communications Officer (Social Media & PR)
<b>Grade:</b>	Scale 5
<b>Post Number:</b>	TBC
<b>Base/Location:</b>	Southfield Road, Loughborough
<b>Responsible To:</b>	Communications Manager
<b>Responsible For:</b>	N/A
<b>Key Relationships/ Liaison with:</b>	Members, managers and staff across the organisation

<b>Job Purpose</b>
<p>To lead on the day-to-day management of the Council's social media accounts.</p> <p>To work with services and Lead Members to produce proactive press releases and reactive statements for the media and support all aspects of the communications service.</p> <p>Delivery of an effective and appropriate service to all service users, fairly and without discrimination.</p>

<b>Main Duties and Responsibilities</b>	
<b>1.</b>	To work with services and Lead Members to proactively identify relevant stories and prepare and distribute press releases to relevant media
<b>2.</b>	To assist the Communications Manager with media management by dealing with media enquiries, including liaising with, and advising, senior managers and Lead Members when preparing reactive statements
<b>3.</b>	To lead on the day-to-day management of the Council's social media accounts, handling enquiries made through social media and working with services to help them develop engaging content.
<b>4.</b>	To assist in the production of the weekly media briefing to the Chief Executive and Council Leader, including the compilation of social media analytics and to deputise for the Communications Manager when necessary in presenting the briefing
<b>5.</b>	To work with services and assist in producing the Council's internal staff newsletter, One Charnwood, including sourcing & writing articles, design & layout and photography following appropriate training.
<b>6.</b>	To take photographs for Council publications and press releases.
<b>7.</b>	To assist and monitor media and social media coverage and support the analysis of available metrics

<b>8.</b>	To assist in updating the Council's website and general web content where appropriate.
<b>9.</b>	To make all necessary arrangements for photo calls and media events.
<b>10.</b>	To support corporate projects and initiatives when required, including the Residents' Survey and Corporate Plan.
<b>Special Factors</b>	
The nature of the work may involve the jobholder carrying out work outside of normal working hours.	

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Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

Date Created/Revised: November 2016

<b>Division:</b>	Improvement & Organisational Development
<b>Job Title:</b>	Communications Officer (Social Media & PR)
<b>Grade:</b>	Scale 5
<b>Post Number:</b>	TBC

	Essential	Desirable	How assessed
<b>Qualifications</b>			
GSCE English and Mathematics at Grade C or above (or equivalent)	✓		App/Doc/ Int
Or			
Relevant experience as described below	✓		App/Int
Relevant qualification or degree (Media studies, English, Communications or a related subject)		✓	App/Doc/ Int
<b>Experience</b>			
Experience in one or more relevant fields (writing articles, media relations, design, online communications, social media, publications)	✓		App/Int
Experience of using social media to support communications	✓		App/Int
Experience of working in local government		✓	App/Int
<b>Skills/Knowledge</b>			
Excellent writing / copywriting skills	✓		App/Int/ Test
Proficiency in using Microsoft Office software	✓		App/Int/ Test
Able to adopt a methodical, logical approach to tasks.	✓		App/Int

PERSON SPECIFICATION

Web development skills		✓	App/Int
Knowledge of QuarkXpress or Adobe Creative Suite and / or Photoshop		✓	App/Int
<b>Interpersonal Skills</b>			
Excellent interpersonal skills to establish positive relationships with junior and senior officers, Members and the media.	✓		App/Int
Excellent verbal communication and writing skills including a sound understanding of grammar	✓		App/Int
Able to work under own initiative and also as part of a team	✓		App/Int
Customer Focused – able to prioritise the needs and requirements of our customers and continually ask ‘how can we make it better?’	✓		App/Int
Ability to work under pressure and to strict deadlines.	✓		App/Int
<b>Other requirements</b>			
An understanding of, and commitment to equal opportunities, and the ability to apply this to all situations.	✓		App/Int
Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓		App/Int
To be able on occasion to work outside normal office hours	✓		App/Int

<p>Key:</p> <p>App = Application form</p> <p>Test = Test</p> <p>Int = Interview</p> <p>Pre = Presentation</p> <p>Med = Medical questionnaire</p> <p>Doc = Documentary evidence (e.g. certificates)</p>
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Prepared by: Helen Gretton	Date: November 2016
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<b>Division:</b>	<b>Strategic Support</b>
<b>Job Title:</b>	<b>Electoral Services &amp; Land Charges Manager</b>
<b>Grade:</b>	<b>PO1</b>
<b>Post Number:</b>	<b>L130</b>
<b>Base/Location:</b>	Southfield Road, Loughborough
<b>Responsible To:</b>	Head of Strategic Support, and Returning Officer ( elections)/Electoral Registration Officer(registration)
<b>Responsible For:</b>	Senior Electoral & Land Charges Assistants, Electoral & Land Charges Assistants, Apprentice Business Administrator + 250 approx temporary casual election and canvass staff.
<b>Key Relationships/ Liaison with:</b>	Returning Officer, Electoral Registration Officer, Regional and National Returning Officers, elected Members, candidates and agents for all elections, Electoral Commission, Cabinet Office, Association of Electoral Administrators, and other internal service departments.

<b>Job Purpose</b>	
<p>To manage, co-ordinate and administer all aspects of the Individual electoral registration process, including preparation, publication and maintenance of the Register of Electors, in accordance with the statutory framework and best practice.</p> <p>To manage and be responsible for the planning, co-ordination and conduct of all types of elections and referendums held in the Borough and the two parliamentary Constituencies of Charnwood and Loughborough, in accordance with the statutory framework and best practice.</p> <p>To provide expert advice on electoral services administration.</p> <p>To be a Deputy Returning Officer (where appointed) and the Deputy Electoral Registration Officer.</p> <p>To manage and administer the range of Land Charges functions and to provide an efficient service to both solicitors and others who request searches of the Land Charges Register, Con 29 enquiries and registration of Charges.</p> <p>Delivery of an effective and appropriate service to all service users, fairly and without discrimination.</p>	

**NON-PROCESSED JOB**

<b>Main Duties and Responsibilities</b>	
1.	Manage all aspects of the Elections, Electoral registration and Local land Charge services.
2.	Manage, recruit and train all staff for elections, electoral registration and local land charge duties.
3.	Manage and supervise the planning, preparation, implementation of Individual Electoral Registration including Household Enquiry, Invitation to Register and rolling registration and canvass process. Ensure publication and maintenance of the full and open register of Electors (including monthly updates).
4.	Manage the supply and sale of copies of the full/open register, polling station marked register and absent voters lists to those entitled to receive them by regulation or law, including political parties and credit reference agencies
5.	Manage and supervise the efficient, lawful and secure organisation of European Parliamentary, Parliamentary, County, Borough and Parish elections, referenda (including National and Mayoral). Act as a Deputy Returning Officer as and when appointed. Liaise and assist where necessary with the Regional and national Returning Officers.
6.	Manage the budgets for Land Charges, Electoral registration and all elections. Manage and ensure appropriate accounts are kept for election expenditure including European Parliamentary, Parliamentary, Borough, Parish, and Referenda . Manage and supervise payments and prepare the necessary returns to the appropriate authorities and the Cabinet Office.
7.	Manage and co-ordinate the operation of the Land Charges function and undertake administrative tasks as appropriate.
8.	Co-ordinate the Authority's response to periodic electoral reviews and other reviews of Local, Parliamentary and European Parliamentary Constituency boundaries and polling stations.
9.	Produce team plans including performance measures and risks. Ensure the service meets/exceeds all performance standards set by the Electoral Commission
10.	To manage effectively contractors and suppliers involved in the provision of Elections, Electoral Registration, and Land Charges Services (IT Systems, Canvass Forms, Ballot Papers, Postal Votes, delivery of booth, and Polling Stations etc)
11	Constantly keep up to date with new legislation and approaches affecting the land charges and electoral services and advising the Returning Officer and Electoral Registration Officer appropriately. Raise team awareness of changes in legislation and working practice to ensure the highest standard of service.
12	As a term of your employment you can be required to undertake such other duties commensurate with your grade and/or hours of work, as may be reasonably be required of you at your initial place of work or at any other of the Authority's establishments.
<b>Special Factors</b>	
The nature of the work may involve the jobholder carrying out work outside of normal working hours.	

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**Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.**

**Date Prepared/Revised: Sept 2016**

<b>Division:</b>	<b>Strategic Support</b>
<b>Job Title:</b>	<b>Electoral Services &amp; Land Charges Manager</b>
<b>Grade:</b>	<b>PO1</b>
<b>Post Number:</b>	<b>L130</b>

	<b>Essential</b>	<b>Desirable</b>	<b>How assessed</b>
<b>Qualifications</b> Relevant professional qualification - HNC/HND/AEA Certificate, Diploma, Degree or equivalent Local Government related qualification IT related qualification	✓    	  ✓ ✓	App/Doc  App/Doc App/Doc
<b>Experience</b> Significant experience in electoral administration Previous experience of managing staff and resources Experience of dealing with a range of contacts/people Previous experience of organising and administering elections Electoral Services experience in a similar role Land Charges experience	✓ ✓ ✓ ✓	    ✓ ✓	App/Int App/Int App/Int App/Int App/Int App/Int
<b>Skills/Knowledge</b> Good organisational skills Competent user of Microsoft Office Good computer skills to operate specialist computer software package Good writing skills Detailed knowledge of electoral registration procedures Ability to interpret new legislation and to keep up with new developments Effective time and project management skills Prioritisation and problem solving skills  Knowledge of eXpress elections software Use of GIS based or other computer software in processing Land Charges searches Good training skills	✓ ✓ ✓  ✓ ✓  ✓ ✓	        ✓ ✓ ✓	App/Int App/Int App/Int  App/Int App/Int  App/Int App/Int App/Int

**PERSON SPECIFICATION**

Positive and self motivated Politically aware Acurate and methodical Works well under pressure		✓ ✓ ✓ ✓	App/Int App/Int App/Int App/Int
<b>Interpersonal Skills</b> Good oral, numeracy and literacy skills Excellent communication skills Good Leadership / management/motivational and team building skills  High standards of personal integrity  Able to work closely and establish positive relationships with candidates, respresentatives of political groups and parties, Members, The Returning Officer/Electoral Registration Officer, officers of the Council, external agencies, community groups and individuals.	✓ ✓ ✓  ✓  ✓		App/Int App/Int App/Int  App/Int  App/Int
<b>Other requirements</b> Able to work overtime on a regular basis at busy periods – including evenings and weekends  An understanding of, and commitment to equal opportunities, and the ability to apply this to all situations.  Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓  ✓  ✓		App/Int  App/Int  App/Int

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<b>Prepared by: Adrian Ward</b>	<b>Date: Sept 2016</b>
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<b>Division:</b>	Improvement and Organisational Development
<b>Job Title:</b>	Learning & Organisational Development Coordinator
<b>Grade:</b>	PO3
<b>Post Number:</b>	M207
<b>Base/Location:</b>	Southfields, Southfield Road, Loughborough
<b>Responsible To:</b>	Improvement and Organisational Development Manager
<b>Responsible For:</b>	Learning and Development Officer
<b>Key Relationships/ Liaison with:</b>	Managers and staff across the organisation

Job Purpose	
	<p>To co-ordinate and support the development and delivery of the Council's Corporate Learning and Organisational Development framework.</p> <p>To provide project management support to corporate projects.</p> <p>To deliver an effective and appropriate service to all service users, fairly and without discrimination.</p>

Main Duties and Responsibilities	
1.	To develop and deliver the Council's corporate learning and organisational development framework, including managing the corporate training budget.
2.	To lead on the identification and implementation of learning and development initiatives, creating robust links between team / service plans and the Council's workforce planning and equality and diversity strategies and processes
3.	To develop and co-ordinate a corporate programme of appropriate learning and organisational development activities, including personally delivering such activities, or procuring and commissioning external providers to do so.
4.	To supervise the work of the Learning and Development Officer
5.	To monitor and identify ongoing national and best practice developments relating to learning and organisational development issues, and forthcoming developments affecting local government, and to ensure these are responded to appropriately
6.	To assist in the development of overall corporate policies and strategies in particular leading on issues relating to workforce planning , learning and organisational development

7.	To lead on Corporate Initiatives such as Customer Service Excellence and Investors in People
8.	To provide advice and guidance in relation to relevant change management issues across the Council, and to lead on issues relating to learning and development
9.	To coordinate and facilitate meetings of the Staff Forum
10.	To provide specialist support, guidance and coaching to managers and staff on learning and development issues within their service areas
11.	To provide Project Support to Corporate Projects (including developing project initiation documents, detailed plans and providing accurate management reports on progress)
12.	To support shared service arrangements with other organisations where required
<b>Special Factors</b>	
The nature of the work may involve the jobholder carrying out work outside of normal working hours.	

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**Date Prepared/Revised: Sept 2016**

<b>Division:</b>	Improvement and Organisational Development
<b>Title:</b>	Learning and Organisational Development Coordinator
<b>Grade:</b>	PO3
<b>Post Number:</b>	M207

	Essential	Desirable	How assessed
<b>Qualifications</b>			
Educated to degree level or equivalent	✓		App/Doc
A relevant qualification (relating to training / staff development) or degree		✓	App/Doc
<b>Experience</b>			
Experience in one or more relevant fields, preferably in a public sector context (developing and supporting corporate learning and development programme, or organisational development or project/programme management)	✓		App/Int
Staff Management experience		✓	App/Int
<b>Skills/Knowledge</b>			
Understanding of current challenges and developments relevant to Local Government	✓		App/Int
Computer literate (including proficiency in using email, word processing, spreadsheets and the internet)	✓		App / Int
Specialist knowledge of learning and organisational development		✓	Test/Int
Project management methodology, processes and standards	✓		App / Int
<b>Interpersonal Skills</b>			
Good verbal communication and report writing skills	✓		App / Int

NON-COMMERCIALISATION

Able to work under own initiative and also as part of a team	✓		App / Int
Ability to build good working relationships with colleagues and elected Members	✓		App/Int
Excellent training, facilitation and presentation skills, including the use of MS PowerPoint	✓		App / Int
Ability to work flexibly to meet deadlines	✓		App / Int
<b>Other requirements</b>			
An understanding of, and commitment to equal opportunities, and the ability to apply this to all situations.	✓		App/Int
Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓		App/Int

<b>Key:</b> <b>App = Application form</b> <b>Test = Test</b> <b>Int = Interview</b>	<b>Pre = Presentation</b> <b>Med = Medical questionnaire</b> <b>Doc = Documentary evidence (e.g. certificates)</b>
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<b>Prepared by: Helen Gretton</b>	<b>Date: Sept 2016</b>
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<b>Division:</b>	<b>Strategic Support</b>
<b>Job Title:</b>	<b>Corporate Improvement and Policy Officer</b>
<b>Grade:</b>	PO3
<b>Post Number:</b>	M206
<b>Base/Location:</b>	Southfields
<b>Responsible To:</b>	Improvement and Organisational Development Manager
<b>Responsible For:</b>	Improvement Support Officer
<b>Key Relationships/ Liaison with:</b>	Members, managers and staff from across the organisation

<b>Job Purpose</b>	
<ul style="list-style-type: none"> <li>• To manage the Council's corporate performance management framework</li> <li>• To provide project management support to corporate projects</li> <li>• To support and develop the delivery of corporate policies and strategies</li> </ul> <p>Delivery of an effective and appropriate service to all service users, fairly and without discrimination.</p>	

<b>Main Duties and Responsibilities</b>	
1.	To provide Project Support to Corporate Projects (including developing project initiation documents, detailed plans and providing accurate management reports on progress)
2.	To develop and manage the Council's corporate performance management framework
3.	To develop Business Planning processes and produce the Corporate Business Plan and advise on appropriate mechanisms to monitor and evidence delivery of results through the production of an annual report
4.	To manage and coordinate the Council's equalities and diversity arrangements including developing and managing the Equalities and Diversity Strategy
5.	To advise and support managers on Performance Management issues and the development of suitable performance measures, indicators, and targets and to produce regular management information and analysis for managers and for Members

**NO-TYPING-REQUIRED**

6.	To supervise the work of the Improvement Support Officer in administering the TEN software system, and supporting users of the system
7.	To monitor and identify ongoing national and best practice developments relating to local government performance and policies issues, and to ensure these are responded to appropriately
8.	To support the development of corporate policies and strategies, including consulting with residents and other key stakeholders as appropriate
9.	To support and deliver corporate initiatives, including the Transparency Code and Customer Service Excellence
10.	To provide change management and project management advice

### Special Factors

The nature of the work may involve the jobholder carrying out work outside of normal working hours.

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**Date Revised: Sept 2016**



<b>Division:</b>	<b>Strategic Support</b>
<b>Job Title:</b>	<b>Corporate Improvement and Policy Officer</b>
<b>Grade:</b>	PO3
<b>Post Number:</b>	M206

	Essential	Desirable	How assessed
<b>Qualifications</b>			
Educated to degree level or equivalent	✓		App/Doc
<b>Or</b> Experience in one or more relevant fields identified within the section below.	✓		App/Int
Project Management qualification		✓	App/Doc
<b>Experience</b>			
Experience in one or more relevant fields, preferably in a public sector context (project / programme management or developing strategies / policies or advising management on complex issues)	✓		App/Int
Staff management experience	✓		App/Int
Performance management experience	✓		App/Int
<b>Skills/Knowledge</b>			
Project management methodology, processes and standards	✓		App/Int
Local government structure including policy framework and inter relationships of stakeholders	✓		App/Int
Understanding of current challenges and developments relevant to local government		✓	App/Int
Computer literate (including proficiency in using email, word processing, spreadsheets and the internet)		✓	App/Int

NON-AC-T-I-ON

<b>Interpersonal Skills</b>			
Verbal communication including excellent interpersonal skills and an ability to negotiate, persuade and influence	✓		App/Int
Producing clear and concise written communications	✓		App/Int
Ability to build and manage good working relationships with colleagues and elected Members	✓		App/Int
Able to work under own initiative and also as part of a team	✓		App/Int
Prioritising and managing heavy workloads whilst delivering quality results to tight deadlines	✓		App/Int
Excellent presentation skills including use of MS Powerpoint		✓	App/Int/ Pre
<b>Other requirements</b>			
Customer Focused – able to prioritise the needs and requirements of our customers and continually ask ‘how can we make it better?’	✓		App/Int
An understanding of, and commitment to equal opportunities, and the ability to apply this to all situations.	✓		App/Int
Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓		App/Int

<b>Key:</b>	
<b>App = Application form</b>	<b>Pre = Presentation</b>
<b>Test = Test</b>	<b>Med = Medical questionnaire</b>
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<b>Prepared by: Helen Gretton</b>	<b>Date: Sept 2016</b>
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<b>Division:</b>	Strategic Support
<b>Job Title:</b>	Learning & Development Officer
<b>Grade:</b>	Scale 6
<b>Post Number:</b>	M082
<b>Base/Location:</b>	Southfields, Southfield Rd, Loughborough
<b>Responsible To:</b>	Learning & Organisational Development Co-ordinator
<b>Responsible For:</b>	Business Admin Apprentice (in conjunction with the Improvement and Organisational Development Manager and shared with the Electoral Services Manager)
<b>Key Relationships/ Liaison with:</b>	Managers and staff from across the organisation External training providers

Job Purpose	
	<ul style="list-style-type: none"> <li>To organise and coordinate the Councils Corporate Learning programme</li> <li>To provide general support to the Improvement &amp; Organisational Development Team in the delivery of various corporate projects &amp; initiatives</li> <li>To deliver an effective and appropriate service to all service users, fairly and without discrimination.</li> </ul>

Main Duties and Responsibilities	
1.	To organise and co-ordinate corporate learning events including scheduling courses, liaising with tutors & delegates, room bookings, maintaining training records & collecting evaluation feedback
2.	To deliver learning interventions for staff including corporate workshops and coaching \ one-to-one support
3.	To maintain and develop the Corporate e-learning website, including the design & development of corporate e-learning material.
4.	To maintain and develop corporate intranet sites including the Personal Review library, iTrent Learning & Development modules and the corporate Project pages
5.	To support the Improvement & Organisational Development Team in the delivery of corporate projects and initiatives
6.	To co-ordinate the duties of the Business Admin Apprentice for the Improvement and Organisational Development Team
Special Factors	
The nature of the work may involve the jobholder carrying out work outside of normal working hours.	

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**Date Prepared/Revised: 2016**

<b>Division:</b>	Strategic Support
<b>Title:</b>	Learning and Development Officer
<b>Grade:</b>	Scale 6
<b>Post Number:</b>	M082

	Essential	Desirable	How assessed
<b>Qualifications</b> GCSE or equivalent in English and Maths  A relevant qualification in the learning & development field	✓	✓	App/Doc  App/Doc
<b>Experience</b>  At least a year of experience of successfully organising training programmes  Experience of delivering one to one or group training	✓	✓	App/Int  App/Int
<b>Skills/Knowledge</b>  Knowledge of learning & development interventions & how it relates to improving individual & organisational performance  The ability to deliver standard group training and one to one support and advice  The ability to effectively use MS office software and the confidence to apply general IT skills to other applications  A good standard of literacy & numeracy  Ability to organise and prioritise a varied workload  Understanding of projects and project support processes and documentation	✓  ✓  ✓  ✓  ✓	✓	App/Int  Pres/Int  Test/Int  App/Int  App/Int  App/Int

<p><b>Interpersonal Skills</b> Excellent customer service skills</p> <p>The ability to work effectively and flexibly as part of a team and to work autonomously when required</p> <p>Ability to build and manage good working relationships with colleagues at all level and with external training suppliers</p> <p>A high standard of interpersonal &amp; communication skills</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>		<p>Int</p> <p>Int</p> <p>App/Int</p> <p>Int</p>
<p><b>Other requirements</b> An understanding of, and commitment to equal opportunities, and the ability to apply this to all situations.</p> <p>Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.</p>	<p>✓</p> <p>✓</p>		<p>App/Int</p> <p>App/Int</p>

<p><b>Key:</b> App = Application form Test = Test Int = Interview</p>	<p>Pre = Presentation Med = Medical questionnaire Doc = Documentary evidence (e.g. certificates)</p>
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<p><b>Prepared by: A Ward / H Gretton</b></p>	<p><b>Date: 2016</b></p>
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<b>Division:</b>	Improvement and Organisational Development
<b>Job Title:</b>	Improvement Support Officer
<b>Grade:</b>	Scale 5
<b>Post Number:</b>	M172
<b>Base/Location:</b>	Southfields, Southfield Road, Loughborough
<b>Responsible To:</b>	Corporate Improvement and Policy Officer
<b>Responsible For:</b>	N/A
<b>Key Relationships/ Liaison with:</b>	Managers and staff across the organisation

<b>Job Purpose</b>
To help achieve the Council's corporate objectives, principally through acting as Systems Administrator for the Council's performance management software system, and supporting the work of the Improvement and Organisational Development team in delivering efficient and effective arrangements for performance management and corporate projects.

<b>Main Duties and Responsibilities</b>	
<b>1.</b>	To act as Systems Administrator for the Council's performance management software system, including <ul style="list-style-type: none"> <li>configuring the system to best support the Council's needs</li> <li>assisting and advising users of the system within other service areas of the Council</li> <li>setting up new users and managing access rights</li> <li>ensuring the system is developed to its full potential</li> <li>liaising with ICS and suppliers to ensure appropriate support is provided and problems resolved</li> <li>developing and maintaining user guides for the performance management system</li> <li>training users on the system, as and when required</li> </ul>
<b>2.</b>	To collect and collate performance data from service departments and external agencies for reporting and benchmarking.
<b>3.</b>	To produce regular management information and reports for Members, Senior Management Team and other managers on performance management.
<b>4.</b>	To support the Improvement & Organisational Development Team in the delivery of corporate projects and initiatives, including the Transparency Code.

5.	To act as the complaints administrator for all corporate complaints received against the Strategic Support Service.
6.	To act as the administrator for the Interpretation & Translation service and support the Corporate Improvement and Policy Officer with Equalities work agenda.
7.	To support the Learning and Development Officer with administration of the E-Learning site, and design of e-learning courses.
8.	To deliver an effective and appropriate service to all service users, fairly and without discrimination.

### Special Factors

- The nature of the work may involve the jobholder carrying out work outside of normal working hours.

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**Date Prepared/Revised: September 2016**



<b>Division:</b>	Improvement and Organisational Development
<b>Title:</b>	Improvement Support Officer
<b>Grade:</b>	Scale 5
<b>Post Number:</b>	M172

	Essential	Desirable	How assessed
<b>Qualifications</b>			
GSCE English and Mathematics at Grade C or above (or equivalent)	✓		App/Doc
NVQ or equivalent in Business Administration or similar subject		✓	App/Doc
ECDL or equivalent		✓	App/Doc
<b>Experience</b>			
Working in a general office environment undertaking administrative duties	✓		App/Int
Experience of working within a performance management environment	✓		App/Int
Work within Local Government or other public sector authority		✓	
<b>Skills/Knowledge</b>			
Computer literate (including proficiency in using email, word processing, spreadsheets and the internet)	✓		App/Int
Experience of providing support for users of a software product, including acting as a systems administrator		✓	Pres/Int
<b>Interpersonal Skills</b>			Int
	55		

PERSON SPECIFICATION  
 NO-HAT-C-T-COMP-SOZ

Good verbal and written communication skills	✓		
Able to work under own initiative and also as part of a team	✓		Int
Ability to build good working relationships with colleagues and all levels of staff	✓		App / Int
<b>Other requirements</b>			
An understanding of, and commitment to equal opportunities, and the ability to apply this to all situations.	✓		App/Int
Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓		App/Int

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<b>Prepared by: Helen Gretton</b>	<b>Date: September 2016</b>
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**NO-HYP-RCSMD BOB**

<b>Division:</b>	<b>Audit and Risk</b>
<b>Job Title:</b>	Auditor
<b>Grade:</b>	SO2
<b>Post Number:</b>	F415 & F417
<b>Base/Location:</b>	Southfield Road, Loughborough
<b>Responsible To:</b>	Audit & Risk Manager
<b>Responsible For:</b>	Nil Staff
<b>Key Relationships/ Liaison with:</b>	Audit & Risk Manager; Project Manager – Corporate Programmes; Information Officer; Senior Management Team; Heads of Service.

<b>Job Purpose</b>
<p>To assist in the provision of an effective internal audit and risk management service, through the completion of audit assignments and other service reviews as allocated by the Audit &amp; Risk Manager.</p> <p>To support corporate projects through participation in project teams and working groups.</p> <p>Delivery of an effective and appropriate service to all service users, fairly and without discrimination.</p>

<b>Main Duties and Responsibilities</b>	
<b>Internal Audit</b>	
<b>1.</b>	<p>To undertake programmed system/risk based audit assignments with minimum supervision, in accordance with the procedures detailed in the Audit Manual, incorporating the following;</p> <ul style="list-style-type: none"> <li>• preparation of audit Terms of Reference</li> <li>• document and review existing procedures, systems and controls</li> <li>• identify risks and test controls</li> <li>• produce reports on findings, with conclusions on the level of assurance which can be provided and recommendations for improvements where appropriate.</li> </ul>
<b>2.</b>	<p>To undertake key financial system audits, in accordance with the joint working protocol agreed with the Council's external auditors.</p>

3.	Liaise with clients on the planning, implementation and outcome of audit assignments.
4.	To assist with special investigations.
5.	To record internal audit work undertaken to provide assurance that conclusions are soundly based on sufficient, relevant and reliable evidence.
6.	To exercise due professional care, maintain confidentiality and act in accordance with relevant professional standards and the Council's Internal Audit Manual.
7.	To undertake and assist in delivering other service, efficiency and value for money reviews when required.
8.	To maintain the Audit Recommendations database and coordinate follow up work ensuring that outstanding recommendations are followed up timely.
9.	To maintain the image and perception of internal audit by fostering constructive working relationships and mutual understanding with auditees, management, the external auditor and other review agencies.
<b>Project Support</b>	
10.	To provide project support to corporate programmes including: <ul style="list-style-type: none"> <li>• participation in project teams and working groups as required</li> <li>• utilising knowledge of Council systems and processes and undertaking research to support the achievement of project aims and objectives.</li> <li>• assessing and advising on required control environments for potential new systems/processes or changes to existing processes.</li> </ul>
11.	To co-ordinate and monitor the production of IT System Risk Assessments in consultation with System Administrators and ICS
<b>Special Factors</b>	
The nature of the work may involve the jobholder carrying out work outside of normal working hours.	

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**Date Prepared/Revised: Aug 2016**



<b>Division:</b>	<b>Audit and Risk</b>
<b>Job Title:</b>	<b>Audit &amp; Project Support Officer</b>
<b>Grade:</b>	<b>SO2</b>
<b>Post Number:</b>	<b>F417</b>

	<b>Essential</b>	<b>Desirable</b>	<b>How assessed</b>
<b>Qualifications</b>			
An appropriate professional qualification such as the Association of Accounting Technicians, Certified Internal Auditor (IIA) or Diploma in Public Audit	✓		App/Doc
Chartered Member of the Institute of Internal Auditors/QuIAL		✓	App/Doc
CCAB accountancy qualification, or university degree in relevant subject		✓	App/Doc
Foundation Project Management Qualification		✓	App/Doc
<b>Or</b>			
Demonstrable experience identified within the section below.	✓		App/Int
<b>Experience</b>			
Experience of systems or risk based auditing	✓		App/Int
Good working knowledge of IT based financial accounting systems and the associated control environments	✓		App/Int
Local government or other public sector experience, particularly in relation to audit or financial functions		✓	App/Int
Experience within a financial accountancy role		✓	App/Int
Experience of undertaking value for money reviews		✓	App/Int

NO-IT-COMPENSATION

Experience of supporting corporate projects		✓	App/Int
<b>Skills/Knowledge</b>			
Practical use of auditing techniques and procedures	✓		App/Int
Good understanding of accounting and auditing standards/guidelines	✓		App/Int
MS Office skills, particularly Outlook, Word and Excel	✓		App/Int
Awareness of risk management principles and risk based auditing techniques		✓	App/Int
Understanding of the Public Sector Internal Auditing Standards		✓	App/Int
Use of audit interrogation software (eg. IDEA)		✓	App/Int
Understanding of project management principles		✓	App/Int
Understanding of performance management principles		✓	App/Int
<b>Interpersonal Skills</b>			
Good verbal and report writing skills	✓		Int/Ref
Able to work as part of a team	✓		Int/Ref
Ability to plan and undertake assignments on own initiative and to agreed timetables	✓		Int/Ref
Maintain full confidentiality as appropriate	✓		Int/Ref
Able to develop good relationships with colleagues	✓		Int/Ref
Must have a firm, tactful but persistent approach	✓		Int/Ref

Project management skills		✓	Int
<b>Other requirements</b>			
Must be able to respond flexibly to the needs of the service	✓		App/Int
An understanding of, and commitment to equal opportunities, and the ability to apply this to all situations.	✓		App/Int
Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓		App/Int

<b>Key:</b>	
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<b>Prepared by: Shirley Lomas</b>	<b>Date: Aug 2016</b>
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<b>Division:</b>	<b>Strategic Support</b>
<b>Job Title:</b>	<b>Apprentice Business Administrator</b>
<b>Grade:</b>	Apprentice
<b>Post Number:</b>	TBC
<b>Base/Location:</b>	Southfields Offices, Loughborough
<b>Responsible To:</b>	Elections & Land Charges Manager as direct line manager, although may report to other designated managers within Strategic Support for specific tasks.
<b>Responsible For:</b>	N/A
<b>Key Relationships/ Liaison with:</b>	Managers and staff within the Strategic Support service

<b>Job Purpose</b>	
	<ul style="list-style-type: none"> <li>To provide administrative and clerical support for the Elections &amp; Land Charges and Improvement &amp; Organisational Development teams, and other teams within the Strategic Support service as required.</li> <li>To study for and achieve the Intermediate/Advanced Apprenticeship (Level 2/3) in Business Administration.</li> <li>Delivery of an effective and appropriate service to all service users, fairly and without discrimination.</li> </ul>

<b>Main Duties and Responsibilities</b>	
1.	To provide administrative and clerical support for the Elections & Land Charges team and the Improvement & Organisational Development team, including purchase ordering and recording goods received.
2.	To assist with the general administration of elections and referenda, including the postal voting process.
3.	To assist with basic electoral registration and land charges processes.
4.	To provide administrative and clerical support to other teams within the Strategic Support service at busy times or to cover for absence.
5.	To attend designated meetings and produce meeting notes/minutes and action lists.

**NO-HUP-RCSMD BOJ**

6.

To study for and achieve the Intermediate/Advanced Apprenticeship (Level 2/3) in Business Administration.

## Special Factors

- The nature of the work may involve the jobholder carrying out work outside of normal working hours.
- Appropriate support will be given to study for the apprenticeship including day release to attend college, although most studying and course work will be expected to be undertaken in the postholder's own time.

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Date Prepared/Revised: September 2016

<b>Division:</b>	Strategic Support
<b>Job Title:</b>	Apprentice Business Administrator
<b>Grade:</b>	Apprentice
<b>Post Number:</b>	TBC

	Essential	Desirable	How assessed
<b>Qualifications</b> GCSE English & Maths at Grade C or above (or equivalent).	✓		App/Doc
Basic IT qualification (eg. ECDL or CLAIT).		✓	App/Doc
<b>Experience</b> Work experience in an office environment.		✓	App/Int
<b>Skills/Knowledge</b> Basic IT skills (including use of word-processing and spreadsheets).	✓		App/Int
Accuracy and attention to detail.	✓		App/Int
<b>Interpersonal Skills</b> Personable and polite.	✓		App/Int
Good time management skills.	✓		App/Int
<b>Other requirements</b> An understanding of, and commitment to equal opportunities, and the ability to apply this to all situations.	✓		App/Int
Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓		App/Int

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<b>Prepared by: Adrian Ward</b>	<b>Date: September 2016</b>
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NO-TOUCH-TECHNOLOGICAL-SOLUTIONS



<b>Division:</b>	Improvement & Organisational Development
<b>Job Title:</b>	Communications Officer (Website & Publications)
<b>Grade:</b>	Scale 5
<b>Post Number:</b>	TBC
<b>Base/Location:</b>	Southfield Road, Loughborough
<b>Responsible To:</b>	Communications Manager
<b>Responsible For:</b>	N/A
<b>Key Relationships/ Liaison with:</b>	Members, managers and staff across the organisation

<b>Job Purpose</b>
<p>To lead on the day-to-day management of the website content.</p> <p>To work with services and Lead members to produce content for the Council.</p> <p>To support all aspects of the communications service. Delivery of an effective and appropriate service to all service users, fairly and without discrimination.</p>

<b>Main Duties and Responsibilities</b>	
1.	To liaise with services and manage content on the Council's website to ensure it is customer focused and up-to-date
2.	To work with and advise services when requests are made for additional website content and ensure that any additional content is necessary and customer focused.
3.	To monitor website usage and trends using analytical software and use that information, alongside customer feedback, to further improve the content.
4.	To work with the Communications Manager, other services and partners to bring improvements to the website.
5.	To work with Services and Lead Members to produce the Council's external publications, including sourcing copy and images.

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<b>6.</b>	To meet set deadlines regarding the production of the residents' newsletter and tenants' magazine to ensure they are produced on time and to the required quality.
<b>7.</b>	To work with services to create content for Council e-publications including a monthly e-newsletter and support teams in the creation of other e-publications.
<b>8.</b>	To continually monitor and evaluate the performance of e-publications and report that information to the Communications Manager.
<b>9.</b>	To support the work of the communications team by handling some media inquiries and producing proactive media releases and statements when required, in conjunction with senior managers and Lead Members
<b>10.</b>	To support the work of the communications team by helping manage the council's corporate social media accounts when required.
<b>11.</b>	To carry out some design work for publications and images for use on social media.
<b>Special Factors</b>	
The nature of the work may involve the jobholder carrying out work outside of normal working hours.	

This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.

Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

Date Created/Revised: November 2016

Division:	Improvement & Organisational Development
Job Title:	Communications Officer (Website & Publications)
Grade:	Sc4
Post Number:	TBC

	Essential	Desirable	How assessed
<b>Qualifications</b>			
GSCE English and Mathematics at Grade C or above (or equivalent)	✓		App/Doc/ Int
Or			
Relevant experience as described below	✓		App/Int
Relevant qualification or degree (Media studies, English, Communications or a related subject)		✓	App/Doc/ Int
<b>Experience</b>			
Experience in one or more relevant fields (writing articles, media relations, design, online communications, social media, publications)	✓		App/Int
Experience of using social media as a communications tool	✓		App/Int
Experience of working in local government		✓	App/Int
Experience of using a website content management system		✓	App/Int
<b>Skills/Knowledge</b>			
Excellent writing / copywriting skills	✓		App/Int/ Test
Proficiency in using Microsoft Office software	✓		App/Int/ Test

NO-TACTICAL-COMPUTER-SOFTWARE

Able to adopt a methodical, logical approach to tasks.	✓		App/Int
Web development skills		✓	App/Int
Knowledge of QuarkXpress/ Adobe Indesign/ Adobe Creative Suite and / or Photoshop		✓	App/Int
<b>Interpersonal Skills</b>			
Excellent interpersonal skills to establish positive relationships with junior and senior Officers, Members and the media.	✓		App/Int
Excellent verbal communication and writing skills including a sound understanding of grammar.	✓		App/Int
Able to work under own initiative and also as part of a team	✓		App/Int
Customer Focused – able to prioritise the needs and requirements of our customers and continually ask ‘how can we make it better?’	✓		App/Int
Ability to work under pressure and to strict deadlines.	✓		App/Int
<b>Other requirements</b>			
An understanding of, and commitment to equal opportunities, and the ability to apply this to all situations.	✓		App/Int
Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓		App/Int
To be able on occasion to work outside normal office hours	✓		App/Int

Key: App = Application form Test = Test Int = Interview	Pre = Presentation Med = Medical questionnaire Doc = Documentary evidence (e.g. certificates)
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Prepared by: Helen Gretton	Date: November 2016
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<b>Division:</b>	<b>Legal Services</b>
<b>Job Title:</b>	<b>Administration Assistant</b>
<b>Grade:</b>	<b>Scale 3</b>
<b>Post Number:</b>	<b>TBC</b>
<b>Base/Location:</b>	<b>Southfields, Loughborough</b>
<b>Responsible To:</b>	<b>Legal Services Manager</b>
<b>Responsible For:</b>	<b>Not applicable</b>
<b>Key Relationships/ Liaison with:</b>	<b>Legal Services Team/ Client Directorates</b>

<b>Job Purpose</b>	
	<ul style="list-style-type: none"> <li>To provide administrative support, secretarial support, typing and word processing to the Legal Services team</li> <li>Delivery of an effective and appropriate service to all service users, fairly and without discrimination</li> </ul>

<b>Main Duties and Responsibilities</b>	
<b>1.</b>	Postal duties inclusive of scanning and attaching incoming mail and documents to the appropriate Office Management System (OMS) file
<b>2.</b>	To create legal case files in the case management system (OMS).
<b>3.</b>	Provision of audio and copy typing, document formatting, the collation of copying and engrossing of legal documents and sealing service. Preparation of Court bundles
<b>4.</b>	Responsible for ensuring sufficient stationery supplies are available.
<b>5.</b>	Maintain and update the Legal Services' library resources including encyclopaedia, legal publications and circulars
<b>6.</b>	Input data onto the OMS system including the scanning of documents

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7.	Maintain the filing system and strong room, including creating new files and archiving and maintain and update the Legal Services library resources including encyclopaedia, legal publications and circulars
8.	Maintain the office manuals and procedures in accordance with the direction from the Legal Services Manager
9.	Deal with general enquiries (both from internal officers at all levels and members of the public) relating to the work of the Legal Services both by telephone, in writing and in person, including identifying and referring both specific and complex enquiries to the appropriate team member.
10.	Ensure that all tasks are carried out efficiently and in accordance with the targets identified
11.	To exercise and demonstrate a high quality of customer care in line with Council policy
12.	Undertake training and development appropriate to the role as determined by Legal Services Manager
13.	Maintain proficiency in the use of the Council's standard IT equipment and desktop software, including OMS, consistent with the requirements of the post
14.	As a term of your employment, you can be required to undertake such other duties commensurate with your grade, and/or hours of work, as may reasonably be required of you at your initial place of work or at any other of the Authority's establishments

### Special Factors

The nature of the work may involve the jobholder carrying out work outside of normal working hours.

**This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.**

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**Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.**

**Date Prepared/Revised: September 2016**

<b>Division:</b>	<b>Legal Services</b>
<b>Job Title:</b>	<b>Administration Assistant</b>
<b>Grade:</b>	<b>Grade 3</b>
<b>Post Number:</b>	

	<b>Essential</b>	<b>Desirable</b>	<b>How assessed</b>
<b>Qualifications</b>			
GCSEs in English equivalent qualifications	✓		App/Doc
RSA I Word processing or equivalent qualification	✓		App/Doc
ECDL		✓	App/Doc
Legal Secretarial qualification		✓	App/Doc
RSA II and or III Word processing or equivalent qualification		✓	App/Doc
<b>Experience</b>			
Experience of clerical/administrative work in a legal environment	✓		App/Int
Experience of working in a Local Government legal environment		✓	App/Int/Test
Legal Secretarial work experience		✓	
<b>Skills/Knowledge</b>			
1. Preparation of legal documents and court papers	✓		App/Int
2. Use of time recording and case management software		✓	App/Int
3. Knowledge of legal office practices		✓	App/Int
4. Knowledge and use of MS Office Word/Excel/Outlook and internet	✓		App/Int
5. Fast and accurate audio typing/word processing (minimum 45 wpm typing)	✓		App/Int/Test

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speed)			
6. Knowledge and use of Microsoft XP/MS Office 2003		✓	
7. Use of Office Management System software		✓	App/Int
<b>Interpersonal Skills</b>			
Literacy and good communication skills	✓		Int
Team worker	✓		Int
<b>Other requirements</b>			
A motivated self-starter. Attention to detail. Must be able to work under pressure and to strict deadlines. Maintains confidentiality at all times. Recognises the importance of the effective and efficient delivery of the role to the overall performance of Legal Services	✓		App/Int
An understanding of, and commitment to equal opportunities, and the ability to apply this to all situations	✓		App/Int
Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010	✓		

<b>Key:</b>	
App = Application form	Pre = Presentation
Test = Test	Med = Medical questionnaire
Int = Interview	Doc = Documentary evidence (e.g. certificates)

<b>Prepared by: Sanjit Sull</b>	<b>Date: September 2016</b>
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