

TONBRIDGE & MALLING BOROUGH COUNCIL

GENERAL PURPOSES COMMITTEE

2 February 2009

Report of the Central Services Director

Part 1- Public

Delegated

1 RESTRUCTURE OF POSTS WITHIN CENTRAL SERVICES

Summary

This report proposes some minor changes to the support service of the Central Services establishment, the cost of which has been factored into the general savings exercise undertaken by Management Team and identified in another report to this Committee.

1.1 Introduction

On 1 January 2009, Customers Services was incorporated into Central Services. Whilst this reorganisation was being awaited, a few role changes took place which now need to be addressed. They have cost implications and therefore require Member approval.

1.2 Proposals

1.2.1 Customer Services support

1.2.2 The role of Customer Services system administrator is undertaken by the Customer Support Officer (DB0324) and is currently graded Senior Officer. As expansion of the CRM (Customer Relations Management) software has taken place, so too has the role of this post to the extent that the postholder now functions as System Administrator rather than just providing support.

1.2.3 In line with other posts within the Authority, and following consultation with the Senior Personnel Officer, Management Team decided to recommend that the post be graded M9 at a cost of £6,020 (including on-costs).

1.2.4 Due to the volume of work and the extent of the higher level work now undertaken by the Customer Support Officer, there are a number of administrative and clerical functions that need to be supported by another member of staff.

1.2.5 Following discussion at Management Team it was decided to recommend to Members the establishment of a new post (Customer Support Assistant) on a grade of scale 2/3 for 15 hours per week. This post will be very flexible in the

areas in which the postholder will work and will add to the Service's ability to rise to a task when and where required. The cost of this post will be £10,190 per annum, including on-costs.

1.2.6 Legal Services

1.2.7 The ability to offer administration support to Legal Services since the formation of Central Services has been inadequate in the past few years and has led to too much senior officer time being spent on relatively routine administrative tasks.

1.2.8 Having successfully trialled a temporary administrative post on scale 2/3 for 15 hours per week, Management Team are minded to recommend the permanent establishment of this post at a cost of £10,190 per annum. This will free up senior managers' time and help fulfil the Chief Solicitor's ambition to carry out more work in-house, thus eventually securing savings.

1.3 Financial and Value for Money Considerations

1.3.1 The costs of these proposals total £26,400 which has been taken into account in the general spending review undertaken by Management Team (please refer to the savings identified in the Finance Director's report to the Finance and Property Advisory Board) and will therefore be included in the base budget costs for the 2009/10 financial year.

1.4 Risk Assessment

1.4.1 Other than the financial issues identified above, by not taking these steps there is the risk of staff at a higher grade having issues with capacity and spending too much of their time doing basic administrative tasks.

1.5 Legal Implications

1.5.1 There are no legal implications identified.

1.6 Recommendations

1.6.1 It is recommended that:

- 1) Post number DB0324 be re-graded to scale M9 and re-designated Systems Administrator with effect from 01.01.2009;
- 2) The post of Customer Support Assistant be established on a grade of scale 2/3 for 15 hours per week from 01.04.2009, and;
- 3) The post of Administrative Assistant (Legal Services) be established on a grade of scale 2/3 for 15 hours per week from 01.04.2009.

Background papers:

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Nil

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