

**Bolsover District Council**

**Executive**

**6 October 2014**

**Contact Centre Staffing**

**Report of Cllr R Bowler, Portfolio Holder for Resources**

This report is public

**Purpose of the Report**

- To approve the financial implications arising from amending the staffing establishment in relation to Contact Centres, where it is proposed to combine two existing part time posts into a full time post of 37 hours per week.

**1 Report Details**

- 1.1 On 19 September 2014 a report was submitted to the Strategic Alliance Management Team, requesting approval to combine 2 existing vacant part-time posts into a single full-time post at 35.75 hours per week, which could then be advertised accordingly.
- 1.2 Given that this was some 1.25 hours per week below a full time post Management took the view that it would be administratively advantageous to make this into a full time post. In addition it was considered that a full time post would be easier to recruit to than a part time position. It was agreed that the additional costs arising from moving to a full time post could best be accommodated by reducing the overtime budget in respect of the contact centres by an equivalent amount.
- 1.3 The additional costs of appointing to a full time rather than a post of 35.75 hours a week are some £786 which will be offset by a reduction in the overtime budget of a corresponding amount.

**2 Conclusions and Reasons for Recommendation**

- 2.1 Having considered the position of having two vacant part time posts officers have come to the view that most appropriate way forward in operational terms is to combine the two posts into a full time post, funded by a virement from the overtime budget.

- 2.2. The combined post has been recommended by SAMT and, subject to the agreement of the financial implications by Executive, will be implemented by the Chief Executive acting under delegated powers.

### **3 Consultation and Equality Impact**

- 3.1 None required or anticipated as this is combination of 2 vacant posts into one new post.

### **4 Alternative Options and Reasons for Rejection**

- 4.1 The only alternative approach was to continue with the current structure of two part time posts. Officers are of the view that this is unwieldy and would be less operationally effective.

### **5 Implications**

#### **5.1 Finance and Risk Implications**

These are covered in the main body of the report.

#### **5.2 Legal Implications including Data Protection**

There are no legal implications arising directly out of this report.

#### **5.3 Human Resources Implications**

There are no legal implications arising directly out of this report.

### **6 Recommendations**

- 6.1 That Executive approves the financial implications of the proposals as set out within the report and request the Chief Executive to exercise his delegated powers in order to make the corresponding adjustments to the staffing establishment.

### **7 Decision Information**

<b>Is the decision a Key Decision?</b> (A Key Decision is one which results in income or expenditure to the Council of £50,000 or more or which has a significant impact on two or more District wards)	No
<b>District Wards Affected</b>	All

<b>Links to Corporate Plan priorities or Policy Framework</b>	Strategic Organisational Development – Continually improving our organisation
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**8 Document Information**

<b>Appendix No</b>	<b>Title</b>
1	BDC - Vacancy Control Request – Contact Centres
<b>Background Papers</b> (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)	
<b>Report Author</b>	<b>Contact Number</b>
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Report Reference –

## **SAMT**

### **BDC - Vacancy Control Request – Contact Centres**

A Contact Centre member of staff has been successful in obtaining a permanent post within IT and will be leaving the Contact Centre Service on 01/10/14. A further member of staff has submitted her resignation and leaves the authority on 19/09/14. This will leave one 20.25hr per week post (CUS051) and one 15.5hr per week post (CUS056) vacant.

With the 15.5hr post being such a small bank of hours it has historically proven problematic for both service needs and continuity for the post holder. It is difficult to rota the shifts effectively and also for the post holder to keep up to date with operational procedures. Therefore, we are adding the 15.5hr post to the 20.25 post to make one vacant post of 35.75 hrs per week.

These posts are existing permanent posts with a budget provision and all Contact Centre posts are contracted to work at any of the Contact Centre locations.

Being a critical front line service the priority is to recruit to the 35.75 hr post as quickly as possible in order to keep the service operational.

There are currently four members of staff in temporary 18.5hr per week Meet and Greet/Cashier scale 4 posts which have been extended to April 2015, who may be interested in applying for a permanent Customer Advisor post.

Considering the above we are seeking approval to:

1. Merge the two existing posts for 15.5hrs and 20.25hrs to make one post of 35.75hrs
2. Do a 7 day turn around internal advert (across BDC and NEDDC) for one 35.75hr post on a permanent contract
3. Should internal recruitment be unsuccessful the post should be advertised externally.
4. Any knock on vacancy created from one of the existing temporary CC Meet and Greet/Cashier applying for and obtaining the vacancy should then be advertised externally.

I trust that the above will be supported on the basis outlined.

Alison Donohoe

Customer Services Manager

Customer Service and Improvement

18/09/14