

**Derbyshire County Council**

**Meeting of Cabinet Member for Strategic Policy and Budget**

**29 September 2014**

**Report of the Assistant Chief Executive**

**ESTABLISHMENT OF FOUR BUSINESS SERVICE ASSISTANT POSTS**

**1 Purpose of the Report** To seek Cabinet Member approval for the establishment of four Grade 4 Call Derbyshire Business Service Assistant posts to provide reception duties at County Hall and the South Normanton Hub.

**2 Information and Analysis** Call Derbyshire currently provides a reception service at County Hall and the South Normanton Hub. This is staffed by a number of Customer Care Assistants (CCA's) covering on average one or two days a week each on a rota basis. Whilst this provides a degree of job variation and offers the CCA's an opportunity to deliver face to face customer service it also means:

- CCA skills are not being fully utilised as the busy reception environment prevents them from undertaking the full duties of their substantive Grade 6 post
- As the number of complex calls received by Call Derbyshire increases, redirecting CCA resources away from the contact centre further exacerbates current staffing pressures and can contribute to longer call waiting times

It is anticipated that the appointment of four Business Services Assistant posts will allow Call Derbyshire to:

- Continue delivering a face to face service that exemplifies the Council's Putting People First principles
- Provide employee consistency throughout the week in posts that are more appropriately aligned to reception and administrative duties
- Improve operational efficiency by focusing Grade 6 resources where their skills are most needed and can be more effectively and flexibly deployed.

**3 Financial Considerations** The total cost of the four posts is £68,890 at Grade 4 inclusive of 20.6% oncosts. This will be met from the existing Call Derbyshire budget by deleting four unoccupied Grade 6 posts generating a saving of £14,756 inclusive of oncosts.

(The Grade 4 costs are maximum costs based on spinal point 11 and take into account the living wage allowance which is paid at spinal point 10 and below)

**4 Human Resources Considerations** This position has been evaluated through the Hay Scheme, which is the Council's formal job evaluation process, at Grade 4 (£14,026 - £14,995) (the job and person profiles are attached as Appendix A).

The post will be managed by and located within the Council's Communications Division and will be recruited to in accordance with the Council's recruitment and selection policy.

In preparing this report the relevance of the following factors has been considered: prevention of crime and disorder, equality of opportunity, environmental, health, legal, property and transport considerations.

**5 Key Decision** No.

**6 Call-in** Is it required that call-in be waived in respect of the decisions proposed in the report? No.

**7 Officer Recommendation** That the Cabinet Member:

7.1 Approves the establishment of four Business Services Assistant posts as detailed in the report.

**Mags Young**  
**Assistant Chief Executive**

## APPENDIX A

# JOB PROFILE

<b>Job Title:</b>	Business Services Assistant	<b>Ref: DCC/</b>
<b>Department:</b>	Chief Executive's Office	
<b>Section:</b>	Communications Division	
<b>Job Family:</b>	Business & Public Services	<b>Job grade: 4</b>

### Purpose of this role:

To provide an effective reception service and assist in the provision of administrative support to operational managers and employees in a range of business services activities.

### Key relationships:

The role reports to the Business Services Officer

The role provides support to a range of staff groups including: operational employees, managers, service users and elected members.

### Key result areas include:

Provide an efficient and courteous reception service for employees, elected members, service users and other personal callers; ensuring all security and health and safety related procedures are implemented e.g. completion of the visitors book, ID/visitors badges allocated etc.

Assist with both incoming and outgoing telephone enquiries and surveys, acting in accordance with policies and procedures.

Provide administrative support. For example, filing, note taking, data entry, data analysis, document retrieval, document creation using standard formats or templates, processing of purchase orders and invoices, and compilation of statistics and information for use in management information reports.

Ensure allocated work is completed on time and if required, prioritise tasks.

Make appointments and bookings and help support external/internal events and Activities

Maintain confidentiality and comply with the Data Protection Act, using or disclosing information appropriately in order to fulfil the duties of the post.

Carry out any other reasonable duties within the overall function, commensurate with the grading and level of responsibility of the post.

**General Responsibilities:**

**People Management**

Allocate routine activities to team colleagues and co-ordinate the work tasks, under instruction.

**Equality and Diversity**

Act in accordance with the authority's Equality and Human Rights policy.

**Health and Safety**

Ensure own compliance with authority's Health & Safety policy/procedures and that of any resources you have responsibility for.

**Risk Management**

Contribute to risk awareness through carrying out of duties and raise issues where appropriate.

# PERSON PROFILE

**Job Title:** Business Services Assistant

**Ref:** DCC/

**Job Family:** Business & Public Services

**Job Grade:** 4

**Department:**

	Essential	Desirable	Evidence
<b>Experience</b>	<ul style="list-style-type: none"> <li>Working in a customer focused environment</li> <li>Dealing with members of the public</li> <li>Experience of using IT including Microsoft Office eg to prepare documents and input and retrieve data</li> </ul>		
<b>Skills and knowledge</b>	<ul style="list-style-type: none"> <li>Ability to organise and prioritise routine tasks</li> <li>Accuracy and attention to detail</li> <li>Ability to communicate effectively with a customer focus</li> <li>Proven literacy and numerical skills</li> </ul>		
<b>Personal Effectiveness</b>	<ul style="list-style-type: none"> <li>Team working</li> <li>Ability to follow instructions /processes and if required work without close supervision</li> <li>Demonstrate a positive attitude to customer care</li> <li>Use of judgement to resolve routine issues</li> </ul>		
<b>Qualifications</b>	<ul style="list-style-type: none"> <li></li> </ul>	Customer Service or Business Administration Qualification	