

## Decision under Delegated Powers

### Officer Requesting Decision (if necessary)

Customer Experience Manager

### Officer Making the Decision

Rob Mitchell, Head of paid service (Chief Executive)

### Recommendation

To implement the updated/revised job profile for Customer Services Team Leaders (CSTL) M348 from SO1 to SO2 following the outcome of job evaluation.

The regraded salaries will be funded by reducing the post hours from M439 Customer Service Advisor by 8 hours (from 675.1 hours to 667.1 hours) within the customer service budget V023.

### Reason

Following a review of the duties and to deliver the outcome of the job evaluation panel along with providing parity across the team leader posts within the Customer Services / Experience teams. The job evaluation will be effective from 12<sup>th</sup> April 2024.

### Authority for Decision

Under Section 6 of Constitution the Head of Paid Service (Chief Executive) has delegated authority to agree changes to the establishment, within budget and without major operational disruption or interruption or services or involving a change from direct to indirect provision or vice versa or other policy implications. These proposals fall within the limit of the authority of the relevant Head of Service.

### Decision and Date



22/05/2024

### Background

In recognition of the changes in expectations of the CSTL roles post the Customer Service restructure in 2022. Since the restructure, the CSTL's have been expected to manage the day-to-day activities of the customer service team with less managerial

oversight. The CSTL roles have been considered by the Job Evaluation panel and the regrading was confirmed based upon the changes reflected in the revised job description which can be found in appendix A.

These changes will be cost neutral, vacant hours from within the customer service budget V023 will be used to cover all costs.

**Comments from HR**

HR Advisor: Anna Cairns (7/5/24)

Summary of Comments from HR: The post was evaluated on 12 April 2024, and has been regraded to reflect the changes to the role.

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

**Financial Implications**

The financial implications will be funded by reducing the hours from M439 Customer Service Advisor by 8 hours (from 675.1 hours to 667.1hours) within the Customer Service budget V023.

	Cost Centre		Post No	Post Name	Total hours	Description	Salary difference (£)	Hrs taken (£)
<b>Regrade</b>	V023	Customer Services	M348	Customer Service Team Leader	74	Regrade from S01 to S02	8,600	
<b>Vacant hrs</b>	V023	Customer Services	M439	Customer Service Advisor (Grade C)	8	Total Budgeted 675.1hrs will reduce to 667.1hrs		-8,600
						<b>TOTAL</b>	8,600	-8,600

Costs calculated at the top of each grade with on-costs. Based on 2024-25 Salary Master

**Risk Management**

No specific risks are associated with this report.

**Key Decision:** No

**Background Papers:** None