

Decision under Delegated Powers

Officer Making the Decision

Chief Executive Officer

Officer Making the Recommendation

Director of Customer Experience

Recommendation

1. The following new permanent post is established at the indicated salary grades: Benefits Manager *New*: Grade PO2 - 37 hours/week –reporting to Director of Customer Experience.
2. The following new permanent post is established at the indicated salary grades: Revenues Manager *New*: Grade PO2 – 37 hours/week –reporting to Director of Customer Experience.

Reason

At the Cabinet meeting on 14th September 2023, Cabinet resolved to bring the currently outsourced Revenues and Benefits Service back in house when the contract ends in October 2024.

As part of the work to bring the service back in house a review of the current staffing structure has taken place and it has been determined that to ensure the effective and efficient management of both the Revenues and Benefits service there is the requirement for two new 2 management posts with specialised knowledge around required legislation and processes as these roles and skills will not be included within the TUPE process.

Authority for Decision

Delegated authority is given to the Chief Executive within the constitution to agree changes to the establishment, within budget and without major operational disruption or interruption of services or involving a change from direct to indirect provision or vice-versa or other policy implications.

Decision and Date



31/07/24

Background

The current contract for our outsourced service for Revenues and Benefits comes to an end in October 2024. The Council has reviewed its future service delivery options and an options paper was presented to Cabinet on the 14th September 2023 to determine how the Revenues and Benefits Service would be delivered in the future.

At the Cabinet meeting on 14th September 2023, Cabinet resolved to bring the currently outsourced Revenues and Benefits Service back in house when the contract ends in October 2024.

As part of the work to bring the service back in house a review of the current staffing structure has taken place and it has been determined that to ensure the effective and efficient management of the service and the requirement for specialised knowledge around required legislation and processes two new posts will need to be created as these roles and skills will not be included within the TUPE process.

The new posts will be Revenues Manager focusing on the delivery of the Revenues and Business Rates service and a Benefits Manager focusing on delivering all aspects of the Housing Benefits, Council Tax Support and discretionary benefits elements of the service. Both of these job roles have been created and the posts evaluated through the formal job evaluation process. These are both key posts to ensure the successful delivery of the service and recruitment is planned to commence in July to ensure these crucial posts can be filled ahead of the service transitioning back in house in October 2024.

Comments from HR

HR Adviser: Anna Cairns (11/7/24)

Both of the new Job Profiles have been through a full Job Evaluation process and graded at PO2.

The normal recruitment process should be followed as these posts do not have any Capita staff who are due to TUPE transfer who could claim any comparability.

Financial Implications

To approve the establishment of two new permanent full time (37 hours/week) posts of Benefits Manager (37 hours/week) and Revenues Manager (37 hours/week), both Grade PO2. Cost Centre split between D105/D110/D200 A0101 estimated start date around 1st October 2024.

2024-25 – 6 months total costs of **£67,600 1 April 2024 (pay award pending)

2025-26 and beyond – full year total costs of **£135,200. Any incremental and inflationary costs will be in addition to this.

‘* Based on 2024/25 salary master on top of grade.

At the Cabinet meeting on 14th September 2023, Cabinet resolved to bring the currently outsourced Revenues and Benefits Service back in house when the contract ends in 31st October 2024.

These costs will be funded from the in-house savings identified in the Cabinet Report (dated 14th September 2023).

Risk Management

Risk Identified	Likelihood	Impact	Risk Management Actions Planned
Failure to have the right and necessary roles, experience and skills to delivery the service at the the end of the contract period.	High	High	Appropriate and sufficient resourcing and funding to allow the service to be delivered

Key Decision: No

Background Papers: None