

Decision under Delegated Powers

Officer Requesting Decision (if necessary)

Director Of Customer Experience

Officer Making the Decision

Chief Executive

Recommendation

That agreement be given to the use of recruitment incentives to support appointment of a permanent officer to the post of Revenues Manager Grade P02 at 10% per year for 3 years.

Reason

To attract suitably qualified and experienced Manager to this critical role in the new Revenues and Benefits Service role which has proven difficult to recruit to. This is necessary to ensure that there is sufficient resource to facilitate the effective progress of the Revenues service.

Authority for Decision

Authority is delegated to the Head of Paid Services, subject to the Officer Employment Procedure Rules and to any right of appeal which may be applicable, to undertake staff management, disciplinary and capability matters and dismissal, including the application of staffing related policies, the exercise of discretion in the application of those policies and the settlement of employee claims against the Council, except insurance claims.

Decision and Date



19/11/2024
Rob Mitchell

Background

In September 2023, Cabinet took the decision to bring the outsource Revenues and Benefits Service back in house, with an aim to make savings,

deliver a customer focussed, high quality service that would meet the changing needs of our customers.

In order to ensure the team transitions into the Council and becomes part of the organisation, embracing our values, beliefs and culture the service will need clear leadership to achieve the ambitions for the service. The previous structure within Capita had been depleted of any management capacity as such the role of revenues manager was developed to fill this need.

Having been through two rounds of recruitment for this post the role remains vacant as such it has been proposed and agreed by SLT that attract the right candidates to the role the use of the market premia in line with the Recruitment and retention policy should be offered for this role.

A market premia of 10% for a period of three years is proposed to be added to the PO2 graded role

Comments from HR

HR Advisor: Nicola Ward 15/11/2024

Summary of Comments from HR: Recruitment to this role is an important factor of the successful implementation of the Revenues and Benefits Service. Details of Market Premia to be added to the vacancy, and relevant documentation issued to post holder as required.

Financial Implications

Nila Patel 13/11/2024

Revenue Manager (new post) recruited at Grade P02 (scp36) at 10% per year (recruitment incentive) for 3 years.

Assume start 01/01/2025 to 31/12/2027

2024/25 costs (3mths) (inc 2024/25 pay award)

£45,718 (basic) + 10% incentive = £50,290 x 47.9% on-costs = £74,379
3mths = £18,595

2025/26 (assume 3% inflationary increases)

£47,090 (basic) + 10% incentive = £51,799 x 47.9% on-costs = *£76,611

2025/26 and 2026/27 (assume 3% inflationary increases)

£48,503 (basic) + 10% incentive = £53,353 x 47.9% on-costs = *£78,909

2027/28 costs (9mths) (assume 3% inflationary increases)

£49,958 (basic) + 10% incentive = £54,954 x 47.9% on-costs = £81,277
9mths = *£60,958

Total cost (inc incentive costs) over 3yrs: *£235,073
*subject to any pay award

Charge code: D105 A0101

Risk Management

No risk associated with this change

Key Decision: No

If yes

Date included on Forward Plan *dd/mm/yy*

Background Papers: Request form see below

Appendix A

Appendix

Please read in conjunction with the Recruitment and Retention Incentives Policy. Full and detailed information must be provided in order that the request can be properly considered. Failure to provide all information may result in the request being refused.

Can the recruitment or retention issues be addressed in any other way? E.g. opportunities for development of more junior staff, extra support, facilities, flexible working practices, possible secondment of staff across the organisation etc.

This is a new role for the Revenues and Benefits that has recently been brought in house, this is a critical role in the delivery of the Council function. The role has been advertised both internally and externally twice without success. Current members of the team have also been approached to see if there was interest in a development role but to date there has not been any interest.

Has consideration been given to job re-design? Please add comments:

This is a newly design role to meet the needs of the service.

Please present evidence, within the previous 12 months, of a failure to recruit or of recent retention problems that exist. This can be turnover figures, exit information, interview data and unsuccessful recruitment campaigns in terms of unsuitable candidates. Any unsuccessful recruitment campaigns must be shown to be rigorous. You must include dates alongside each item of evidence.

As stated, this is new role for the new Revs and Bens Service. In the previous structure this role no longer existed as the resourcing structure of the service had been depleted under Capita management.

I have undertaken 2 rounds of external recruitment, the first attracted 9 candidates of which 3 were selected for interview, all of which cancelled at the last moment. A further round of recruitment was undertaken which attracted 7 candidates, 3 of which were taken forward to interview however none were found to have the right experience approach and attitude to be selected for the role.

State what the risks are/ impact to the Council, if unable to recruit or retain employees with key skills required for the specific role?

The role is critical in delivering against our statutory responsibilities around both Council Tax, Business rates and enforcement, ensuring our annual billing process is undertaken successfully to ensure our collection rates are maximised for both Revenues and Business Rates on behalf of all preceptors not the just CBC. Furthermore with the service there is a clear need to review and transform the service to make it more modern, efficient and customer focussed and that will need clear leadership and management to deliver.