



John Wright
Town Clerk

Lyme Regis Town Council

Town Council Offices

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Human Resources Committee

Core Membership: Cllr G. Stammers (chairman), Cllr D. Sarson (vice-chairman), Cllr J. Broom, Cllr M. Ellis, Cllr B. Larcombe, Cllr C. Reynolds, Cllr G. Turner

Notice is given of an extraordinary meeting of the Human Resources Committee to be held at the **Guildhall, Bridge Street, Lyme Regis** on Tuesday 15 March 2022 commencing at 7pm when the following business is proposed to be transacted:

John Wright
Town Clerk
10.03.22

The open and transparent proceedings of Full Council and committee meetings will be audio recorded and recordings will be held for one year by the town council.

If members of the public make a representation to the meeting, they will be deemed to have consented to being audio recorded.

If members of the public have any queries regarding audio recording of meetings, please contact the town clerk.

Members are reminded that in reaching decisions they should take into consideration the town council's decision to declare a climate emergency and ambition to become carbon neutral by 2030 and beyond.

AGENDA

1. **Public Forum**

Twenty minutes will be made available for public comment and response in relation to items on this agenda

Individuals will be permitted a maximum of three minutes each to address the committee

2. **Apologies**

To receive and record any apologies and reasons for absence

3. Disclosable Pecuniary Interests

Members are reminded that if they have a disclosable pecuniary interest on their register of interests relating to any item on the agenda they are prevented from participating in any discussion or voting on that matter at the meeting and to do so would amount to a criminal offence. Similarly if you are or become aware of a disclosable pecuniary interest in a matter under consideration at this meeting which is not on your register of interests or is in the process of being added to your register you must disclose such interest at this meeting and register it within 28 days.

4. Dispensations

To note the grant of dispensations made by the town clerk in relation to the business of this meeting.

5. Staffing and Recruitment

To allow members to consider proposed changes to the administrative team to incorporate community engagement work and a re-focus on more IT-based skills

Committee: Human Resources

Date: 15 March 2022

Title: Staffing and Recruitment

Purpose

To allow members to consider proposed changes to the administrative team to incorporate community engagement work and a re-focus on more IT-based skills

Recommendation

Members approve changes to the staffing structure to replace the current senior administrative assistant post with two part-time posts at three days a week, to incorporate community engagement work and a re-focus on more IT-based skills, based on the amended job descriptions and person specifications

Background

1. The current staffing structure includes a senior administrative assistant and an administrative assistant who work alongside each other and whose principle duties include acting as a first point of contact for people who contact the council and to provide administration support to the council and its staff.
2. The current job description is attached, **appendix 5A**.

Report

3. On 28 February 2022, the senior administrative assistant handed in her notice as she is retiring. Her last day of employment will be Thursday 28 April 2022 but due to leave and time-off-in-lieu owing, her last working day will be Wednesday 13 April 2022.
4. The agreed position is that the council will scrutinise all staff positions when they become vacant to determine if the post is still required.
5. The senior administrative post is currently for four days a week, with the current incumbent not working on a Friday, and the administrative assistant also works four days a week and does not work on a Monday.
6. It was recommended by the Strategy and Finance Committee on 13 October 2021 and subsequently resolved by Full Council on 27 October 2021 that 'a budget of £10,000 is approved to employ a part-time officer to undertake community engagement work'. This means that from April 2022, we will have a two-day-a-week post for someone to carry out community engagement.
7. Together with the four days the senior administrative officer currently works, there will be six days of labour available. Rather than offering an administrative post at four days a week and a community engagement post at two days a week, officers are proposing to merge the two functions and recruit to two part-time posts, each working three days a week (22.2 hours).

8. The specific days and hours are yet to be determined and there would be a degree of flexibility depending on the preferences of the applicants, but ultimately suited to the council's requirements.
9. Officers feel this is the right approach for a number of reasons. At the Human Resources Committee meeting on 23 February 2022, officers introduced the issue of the role of the admin/reception team changing and a need to re-focus the activities of the team and what is required of the staff who work in that team.
10. Very few customers come into the office now and far less phone calls come through the main switchboard as most of our services have moved online and people tend to phone or email the people they need directly. While officers are not proposing that the council stops providing reception services, the focus of the administrative staff needs to change to more IT-based skills, incorporating the website and social media, and providing more admin and technical support to the rest of the team.
11. The office teams also needs to build up resilience so that tasks that can currently only be performed by one other staff member can be picked up by others. These tasks include management of the cemetery and burial records, management of the town council website, all tasks related to the tourism microsite, agendas and minutes, managing the social media accounts, press releases, and managing the grants' process.
12. There is also the need to catch up on tasks which have been put on hold due to Covid, some of which are legal obligations the council is not currently meeting.
13. The council has approved a community engagement strategy and it is proposed these two admin roles are expanded to also include this function. These changes would mean amendments to the job description and person specification, and the proposed versions are at **appendix 5B and C**.
14. While this would mean changes to the staffing structure and job descriptions, the expenditure is already within the established staffing budget so there would be no budget increase.
15. Due to the need to progress with recruitment as soon as possible, it is intended to commence the recruitment process immediately after this meeting. However, if the Full Council on 6 April 2022 does not approve the recommendation from the committee, all recruitment would be halted.

Adrienne Mullins
Support services manager
March 2022



Lyme Regis Town Council

Job Description

Job Title	Administrative Assistant	Grade	SCP 13-18 (£17,391 - £18,870)
Section	Office Staff	Hrs	37 hours' per week
Reporting To	Deputy Town Clerk	Working Pattern	Monday to Friday 9am-5pm

Job Purpose

- To act as a first point of contact for all callers either in person, on the telephone, or via email
- To provide administration support for the council and its staff

Main Duties

- To provide reception and switchboard services and deal with enquiries from service users and other members of the public, directing them to alternative service providers where necessary
- To undertake word processing and associated duties, including letters, memoranda, reports, spreadsheets, databases, forms and templates, including complex documents on occasion
- Take messages on behalf of other staff, dealing with routine queries and giving appropriate guidance to the caller when required
- To operate and manage systems that provide for the efficient and proper hiring and use of council facilities and services, such as meeting rooms, beach huts and parking permits
- To create, maintain and interrogate confidential computerised information records to ensure accurate and current data is maintained at all times
- To provide support to the finance team in the efficient and effective management of council income and expenditure
- To support the administrative officer in the provision of democratic services and civil marriage and partnership ceremonies
- To copy, collate and distribute papers for the various council meetings
- Provide other office services as required, including the creation and maintenance of files and filing systems, collation of manual data, photocopying, distribution of information, maintenance of stationery supplies, incoming and outgoing post, receiving and accounting for monies paid in
- Responsibility for ensuring data quality and as such the integrity of management information through the proper use and safekeeping of data and record systems both manual and computerised
- To provide administrative support for town council officers and the Mayor
- To assist in the organisation of town council civic functions (including the Civic Night and the annual Mayor-making ceremony)

Dimensions

- In general, the post holder will be expected to work within policies and procedures as set

out in council policies or as determined by the line manager; however;

- There will be occasions when the post holder will be expected to use their initiative and discretion in providing a high standard of service to service users
- The post holder will be expected to contribute to service development especially where they will be responsible for its delivery

Supervision and Work Planning

- The post holder will be required to work under the direct supervision of the line manager
- The post holder will not be required to supervise any other staff

Contacts

- Members of the public
- Other LRTC staff
- Councillors
- Representatives of partner organisations

Working Environment

- Work is subject to interruptions to deal with enquiries from members of the public, to deal with visitors to reception or to respond to requests from managers and other staff
- There will occasionally be a need to work with members of the public who are unhappy with elements of the council's work or who wish to discuss issues of a sensitive or distressing nature
- Approx 70% + keyboard/computer work, but with regular opportunities for breaks away from the computer to undertake other work

Resources

- The post holder may have some responsibility for small items of equipment or cash

General

- To undertake such other duties and responsibilities as are specified by the town clerk and are commensurate with the grade of the post
- This job description only contains the main duties relating to the post and does not describe in detail all the duties required to carry them out
- In accordance with the Health and Safety at Work Act 1974, to take reasonable care for the health and safety of yourself and of others

Special Notes or Conditions

- Occasional attendance at evening and weekend meetings/events will be required
- The post holder will be required to wear clothing that meets the requirements of the council's uniform policy



Lyme Regis Town Council

Job Description

Job Title	Administrative and Community Engagement Assistant	Grade	SCP 4-7 (£19,264 - £20,444)
Section	Office Staff	Hrs	3 days a week (22.2 hours)
Reporting To	Support Services Manager	Working Pattern	Hours to be worked between Monday and Friday, between 9am and 5pm

Job Purpose

- To provide administration support for the council and its staff
- To act as a first point of contact for all callers either in person, on the telephone, or via email
- To engage with key stakeholders, residents and businesses on matters of local importance and help deliver the council’s community engagement strategy

Main Duties

- To undertake word processing and associated duties, including letters, reports, spreadsheets, databases, forms and templates
- Take messages for other staff, dealing with routine queries and giving appropriate guidance where appropriate
- To operate and manage systems for the hiring and use of council facilities and services, such as meeting rooms, beach huts and parking permits
- To put together agendas for council meetings and working groups and take minutes at evening meetings
- To create, maintain and interrogate confidential computerised information records to ensure accurate and current data is maintained
- To provide reception and switchboard services and deal with enquiries from the public, directing them to alternative service providers where necessary
- To help manage the booking of civil marriage and partnership ceremonies and the associated stewarding rota
- To manage the burial records and activities at the town’s cemetery
- Provide other office services as required, including the creation and maintenance of files and filing systems, collation of manual data, photocopying, distribution of information, incoming and outgoing post, receiving and accounting for monies paid in
- To provide administrative support for town council officers, the mayor and councillors
- To assist in the organisation of civic functions
- To use a range of techniques to engage with the community on matters of local and strategic importance
- To play a key role in supporting a variety of community engagement activities, particularly via the council website and social media

Dimensions

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- Local businesses and stakeholders

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- To maintain confidentiality where necessary and to sensitively handle information belonging to the council or a third party that is confidential.

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- To operate and manage systems for the hiring and use of council facilities and services, such as meeting rooms, beach huts and parking permits
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