



INDIVIDUAL DECISION BY THE MEMBER FOR RESOURCES & PERFORMANCE MANAGEMENT

BURNLEY TOWN HALL

PRESENT

OFFICERS Eric Dickinson - Democracy Officer

2. Consolidation of Part Time Posts & re-distribution of hours – Customer Services

Purpose To seek approval to merge the hours from two part time vacant posts and to re-distribute the hours to extend 2 x current part time posts and create a part time permanent position, effective from August 2014.

Reason For Decision Recruitment of the additional 18.25 hour CSA post at grade 5 will cover the working week where service levels are being dropped.


Increasing post CS2031 by 10 hours will extend the main switch board cover daily into the afternoon and cover all other CSA's throughout the lunchtime period.

Extending the working week of post CS2022 will enable cover first thing Monday morning with an existing member of staff. The additional hours will also enable cover for the extensive training needed for the new part time post.

Overall the approval of the changes to establishment will enable Contact Burnley to maintain current service delivery.

Decision That approval is given to:

- Delete post CS2045 (18 hours)
- Delete post CS2034 (19.5 hours)
- Extend post CS2031 (+10 hours)
- Extend post CS2022 (+9.25 hours)
- Create one part time CSA permanent position (18.25hrs) at grade 5.



Decision made by: Councillor Howard Baker
Executive Member for Resources and Performance Management

Date: 03/07/2014

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