



INDIVIDUAL DECISION BY THE DEPUTY LEADER AND EXECUTIVE MEMBER FOR RESOURCES & PERFORMANCE MANAGEMENT

BURNLEY TOWN HALL

PRESENT

OFFICERS Elaine Newsome - Democracy Officer

4. Creation of a Customer Services Supervisor within Sport & Culture

Purpose To approve the creation of a new post of Customer Service Supervisor as part of a restructure of leisure staff.

Reason For Decision Sport and Culture are now undertaking a restructure of leisure staff to bring the organisation into line with its current stock of facilities and meet the needs of its customers.

A Duty Manager role LR1604 of 28hrs per week is no longer required in the structure. Scale 8.

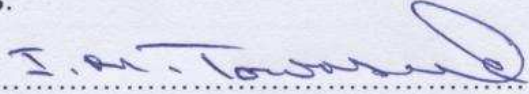
The role of Customer Service Supervisor 28hrs JE Ref A1621. Scale 6 is to be created to manage the reception areas and ensure best customer service is provided at all times.

This will ensure we have a robust structure in place that reflects the current needs of the organisation.

The employee currently in the Duty Manager role has been consulted fully and has agreed to a variation to her terms and conditions in the move to the Customer Service Supervisor role.

Decision That approval be given to the creation of the role of Customer Service Supervisor Manager 28hrs grade 6 JE Ref A1621.

That approval be given to the deletion of Duty Manager role LR1604 of 28hrs.

Decision made by: 
Councillor Mark Townsend
Deputy Leader and Executive Member for Resources
and Performance Management

Date: 6th August 2013
Decision Published on: 7th August 2013