

## **Personnel Committee**

Minutes of the meeting held on 15 September 2010

**Present:** Councillor Priest - In the Chair.  
Councillors Ali, Amesbury, Ashley, Evans, Grant, N Murphy,  
S. Newman, Ramsbottom, Shannon, Smith and Wheale.

### **PER/10/11 Urgent Business**

To note the Chair had agreed to receive as urgent business a report concerning the ICT Management Structure.

### **PER/10/12 Minutes**

#### **Decision**

To approve as a correct record the Minutes of the meeting held on 2 June 2010.

### **PER/10/13 Establishment of a Customer Services Organisation - Phase Two: Corporate Contact Centre**

A report was submitted updating the Committee on progress in the development of the Customer Services Organisation and seeking approval to commence Phase Two of the process that focuses on telephone access to Council Services. This would be achieved by creating a central telephone contact with a single telephone number, supported by multi-skilled staff. The report detailed the practical arrangements required to enable the establishment of the organisation structure of the Corporate Contact Centre located at the Belle Vue Centre on Pink Bank Lane.

The Director of Transformation introduced the report and stated that there had been positive feedback from Manchester residents.

#### **Decision**

1. To endorse the principle of establishing a generic Corporate Contact Centre, initially under the line management of the Head of Transformation – Customer Services.
2. To grant delegated authority to the Strategic Director of Transformation, in consultation with the City Treasurer and the interim Head of Corporate Personnel, to establish posts in the new structure, develop job roles and progress appointments to these new roles in line with established Council policies.
3. To agree that further reports will be presented to Committee updating them on progress in relation to the on-going development of Corporate Contact Centre and the Customer Services Organisation.

## **PER/10/14      Assignment of Post of Assistant Chief Executive (Finance and Performance)**

A report was submitted proposing the disestablishment of the role of Assistant Chief Executive (Performance) and merging the duties of the post into the existing role of Head of Financial Management to create an Assistant Chief Executive (Finance and Performance), which would generate significant costs savings.

Some members expressed concern about the proposed regradings.

### **Decision**

1. To approve the creation of the post of Assistant Chief Executive (Finance and Performance) and the assimilation of the current holder of the post of Head of Financial Management into the role.
2. To note that the post holder will continue to report to the City Treasurer and act as the City Council's Deputy S151 Officer, but will also report to Deputy Chief Executive (Performance) on performance, business planning and partnership aspects of the role.
3. To agree the consequential management arrangements and salaries set out in the report.

(Councillors Ashley, Grant, Ramsbottom, Shannon and Wheale dissenting)

## **PER/10/15      ICT Senior Management Structure (Urgent business)**

A report was submitted seeking approval to proposed organisational changes within the ICT management structure and to note the intention to refigure the existing service.

### **Decision**

1. To approve the regrade of the role of Chief Information Officer to *circa* £85k; this is a competitive salary in the current market to attract a suitably experienced leader with a good track record of transformational change.
2. To agree to disestablish the existing post of Head of Strategy (£55,000) and establish new posts of Head of Applications and Infrastructure, Chief Architect and ICT Portfolio Manager at salaries of £55-60k to provide additional management capacity to support the Chief Information Officer.
3. To note the intention to reconfigure the ICT service below the above posts in

light of the need to strengthen capacity to meet the challenges of large scale transformation and the increasing pace of transformation within the Council.

4. To grant delegated authority to the Strategic Director of Transformation acting in consultation with the interim Head of Personnel to develop job profiles and effect appointment processes including interim capacity pending permanent recruitment to the new posts identified above.
5. To grant delegated authority to the Strategic Director of Transformation acting in consultation with the interim Head of Personnel to progress the reconfiguration of the remaining structure in terms of refining job roles within each area, including development of competency skills profiles.

(Councillors Ashley, Grant, Ramsbottom, Shannon and Wheale dissenting)