

Liskeard Town Council

Support Services Manager and Support Services

Background. Earlier this year, the Town Council sought the advice of a specialist consultant, to help improve the capacity of the Town Council to function in support of the Community and town of Liskeard.

The resulting recommendations included the creation of a new Support Services Manager post to head up a new team of staff with the following duties.

Support Services (Committees: Finance & General Purposes Committee and Planning).

The services for which this team will be responsible will be as follows:

- All Finance (supported by Internal Auditor, Specialist Contractor support (if required)).
- Payroll and Superannuation.
- Human Resources (currently supported by Ellis Whittam).
- Democratic Services (including Mayoral support and civic events).
- PA support to the Town Clerk.
- Administrative Support, including Allotments administration.
- Information Technology (supported by external contractors as necessary).
- Data Protection and Freedom of Information
- Insurances
- Legal Services (supported by external Solicitors).
- Policies and Procedures
- Co-ordination of Emergency Plan
- Planning Committee, including Neighbourhood Plan.
- Grants applications for all services other than Liskeard Museum.
- Public reception service.

The team providing this service would be headed up by a Support Services Manager, supported by a Finance Officer and Administrative Assistant/Receptionist, with specialist external organisational support as indicated. There will also be some casual/cover hours allocated of 520 per year (this is based on historic trends) but such hours will be available across the council according to specific need at any time and will not be especially dedicated to Support Services. The new head of service is a critical appointment as many elements of the portfolio are currently in need of improvement to assist the Council in achieving best practice in a range of matters such as Finance, HR and IT in particular but other areas too, including obtaining

external grants, and hence any appointment to this new post must have proven high-level skills in those disciplines as well as in finance.

Areas of early focus for the Support Services Manager and their team would be Financial planning, governance issues, policies and procedures, effective use of IT and performance management, including the use of key performance indicators for example. The new structure with clear team leadership from the Support Services Manager working to the Town Clerk is designed to address this. And to assist in there are some additional resources identified as clearly the workloads will increase as more services come on stream. These additional resources are twofold; firstly the Head of Support Services post will be full-time, an increase in total hours dedicated to support services of 17 hours per week after transferring one part-time post of 20 hours per week to Facilities. Secondly capacity will be created by reducing the committee cycle to reduce officer attendance at meetings. The time saved to be invested in a greater focus on outputs and in providing meaningful information to enable the council to function productively.

A draft job description and person specification for the Support Services Manager post is attached. It should be noted that this post has been Green Book job evaluated at spinal point 26.