

CONFIDENTIAL

Haverhill Town Council

Minutes of Haverhill Town Council's

PERSONNEL COMMITTEE

Held on Tuesday 6th June 2017 at 7:00pm at Haverhill Arts Centre, Haverhill



HAVERHILL
TOWN COUNCIL

Present: Councillor M Byrne (Chairman)
Mayor D Roach
Councillor C Turner

Apologies: Councillor B McLatchy
Councillor A Bramwell

In Attendance: Colin Poole (Town Clerk)
Nick Keeble (Arts & Leisure Manager)

No members of the public were present.

Welcome:

Councillor Byrne welcomed everyone to the meeting.

P17 Apologies for Absence

/001 The above apologies were noted.

P17 Declaration of Interests and requests for Dispensations

/002 None

P17 Minutes of the last meeting

/003 The minutes of the meeting held on 20th October 2016 were approved as an accurate record.

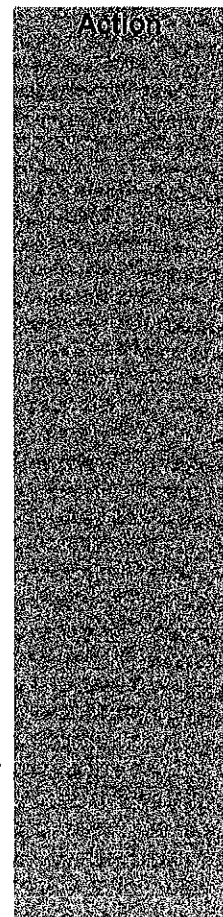
P17 Exclusion of Press and Public

/004 It was proposed by Councillor C Turner, seconded by Councillor D Roach, that under the Public Bodies (Admission to Meetings) Act 1960, that the public and representatives of the media be excluded due to the confidential business to be transacted – HR Matters.
RESOLVED

P17 Staffing Structure

/005 The Clerk explained that he had been working with Nick Keeble to review the management structure of the Council, with a view to making the lines of staff management clearer and ensure everyone knew who their line manager was and who was responsible for providing 1-2-1 supervision. The proposals would be trialled for 6 months, be appraised and then if appropriate made permanent.

As Licensee and Company Secretary of Hartseats, it made sense that the Clerk takes on the line management of the Catering Manager.



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This would free up time for Nick Keeble to focus on the strategic plan for the Arts Centre and the Cultural Strand for ONE Haverhill Partnership.

The Arts Centre staff structure had been organised in operational units:

- Operations and Administration
- Technical
- Customer Experience and Marketing (CEM)
- Catering

CEM was to be managed by Sara Marsh, whose job title would be amended from marketing Manager to Communications and Customer Experience Manager. Her role was to ensure a consistent and high quality customer experience from the first contact by a customer with the Arts Centre through to their experience of attending an event here.

A Training Matrix will be developed to cover all the competences required by staff to ensure they are capable of delivering the best possible experience for customers. Councillor C Turner advised comparing competences with NVQ units in topics such as customer services, to gain from that existing knowledge base.

When new contracts were issued, staff were appointed as Arts Centre Assistants, rather than Café workers or Ushers, with the intention that as many staff as possible become multi-skilled, able to work across the different operational units. This would provide flexibility and resilience to the Council in being able to maintain staffing levels. Nick Keeble distributed a Skills matrix mapping which staff can currently work across operational units and the areas where individual staff would be trained to be competent in different tasks. This matrix also showed who was responsible for each staff member's supervision. New supervisors were being provided with training in team leading skills.

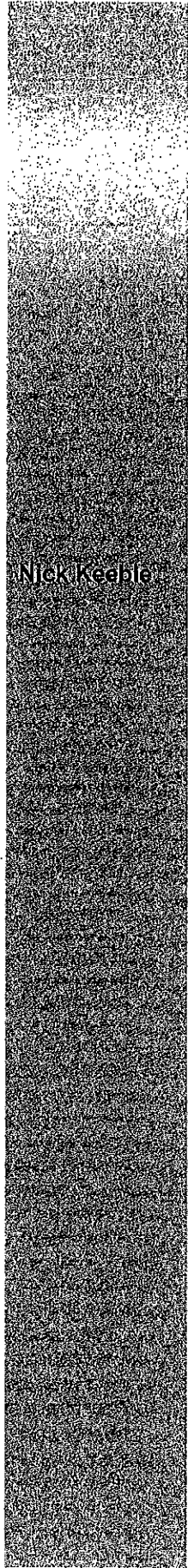
As part of the changes in management, the particular multi-skills and knowledge of Helen Barker was being acknowledged. She was the member of staff who worked across the most units and was looked up to by newer assistants for guidance. It was proposed therefore to give her the title of Senior Arts Centre Assistant, to acknowledge her better knowledge.

[REDACTED] Following a discussion on the merits of different job titles, it was agreed to endorse the proposed job title subject to review at the end of the six-month trial.

The meeting considered a number of changes to pay and conditions for staff as part of the reorganisation:

[REDACTED]

[REDACTED]



Nick Keeble