

Item: 6

Orkney Health and Care Committee: 4 February 2021.

Orkney Health and Care – Directorate Support Service.

Report by Chief Officer / Executive Director, Orkney Health and Care

1. Purpose of Report

To consider establishing a temporary element of one post of Directorate Secretary in the Directorate support service within Orkney Health and Care on a permanent basis.

2. Recommendations

The Committee is invited to note:

2.1.

That Orkney Health and Care has been working to establish posts on a permanent basis in order to improve stability of services and support effective staff recruitment and retention.

2.2.

That the existing staffing establishment currently includes 1.5 full-time equivalent (FTE) posts of Directorate Secretary, which has been supplemented by 0.5 FTE on a temporary basis.

2.3.

The proposal that the temporary 0.5 FTE post of Directorate Secretary be made permanent and combined with the permanent 0.5 FTE post, thereby increasing the staffing establishment to 2 FTE posts of Directorate Secretary.

2.4.

That the costs associated with making the 0.5 FTE post of Directorate Secretary permanent can be met within existing resources.

It is recommended:

2.5.

That the 0.5 FTE temporary post of Directorate Secretary be made permanent and thereafter combined with the existing 0.5 FTE permanent post to create 1.0 FTE permanent post of Directorate Secretary, G5.

3. Directorate Support

3.1.

Currently Directorate support is provided within Orkney Health and Care by 1.5 FTE permanent, G5, Directorate Secretary posts. Since 15 March 2018 an additional 17.5 hours (0.5 FTE) has been established on a recurring temporary basis.

3.2.

Recruitment within Orkney Health and Care, in common with other services, has been challenging in recent times. Therefore, it is important to take an approach that is most likely to lead to success in order to try to continue to meet the demands on the service.

3.3.

Evidence within Orkney Health and Care suggests that advertising permanent posts leads to a greater likelihood of successful appointment and retention.

3.4.

In recent times, due to the temporary status of the position, there has been a high turnover of staff in the Directorate Secretary part-time post (17.5 hours per week), G5, which is required to be full time due to the nature of the role. This causes instability in the support team and inefficiencies in repeated recruitment and induction processes.

3.5.

With the implementation of the Public Bodies (Joint Working) (Scotland) Act 2014, there have been significant changes to the Senior Management Team within Orkney Health and Care in order to comply with the statutory requirements. The part-time Directorate Secretary post (17.5 hours per week), G5, deployed as 0.5 of the full time post required, is essential to assist the Integration Joint Board and the Senior Management Team, in particular the roles of Chief Officer / Executive Director and Chief Social Work Officer, in maintaining a professional service. Continuity of service is particularly crucial to enable organisational memory.

4. Human Resource Implications

4.1.

The post of Directorate Secretary has previously been graded through the job evaluation process at G5. The approved job description and person specification is attached as Appendix 1 to this report.

4.2.

If the increase to 1.0 FTE on a permanent basis is approved, the post will be recruited to in accordance with the Council's Recruitment and Selection Policy.

5. Corporate Governance

This report relates to the Council complying with governance and its duties as an employer and therefore does not directly support and contribute to improved outcomes for communities as outlined in the Council Plan and the Local Outcomes Improvement Plan.

6. Financial Implications

6.1.

The permanent 17.5 hour Directorate Secretary post (post number 100901) is included within the baseline staffing budget for 2020/21.

6.2.

Post number 100901 was increased to a 35 hour FTE post by utilising a vacant G3 Clerical Assistant post (post number 100895), which is also included within the baseline staffing budget for 2020/21. There are no additional funding implications, should the temporary element be made permanent.

6.3.

A G5 post salary ranges from £19,417 to £21,205, excluding Distant Islands Allowance. The total employment cost for a full-time post is £28,500, including employer's oncosts.

7. Legal Aspects

7.1.

Section 64(1) of the Local Government (Scotland) Act 1973 obliges the Council to appoint such officers as they think necessary for the proper discharge of their functions.

7.2.

Any amendment to an employee's terms and conditions of employment and job description must be reflected in the contract of employment

8. Contact Officers

Gillian Morrison, Interim Chief Officer / Executive Director, Orkney Health and Care, extension 2611, Email gillian.morrison@orkney.gov.uk

Lynda Bradford, Acting Head of Health and Community Care, extension 2601, Email lynda.bradford@orkney.gov.uk

9. Appendix

Appendix 1: Job Description and Person Specification.



ORKNEY
ISLANDS COUNCIL

| | |
|------------------------------------|---|
| 1. Service | Orkney Health and Care |
| 2. Service Area/Function | Health and Community Care – Administrative Services |
| 3. Job Title | Directorate Secretary |
| 4. Location | Paterson Building, Council Offices |
| 5. Reporting To | Administration Manager |
| 6. Grade | G5 |
| 7. Job Evaluation Reference | A2291 |
| 8. Competency Band | A |

9. Job Purpose

To provide efficient and effective administration support to the Chief Officer / Executive Director and Heads of Services, liaising with all Council and NHS Orkney Services, Senior Management Teams, Elected Members, Integration Joint Board Members and external agencies.

10. Job Specific Duties and Responsibilities

To work within Directorate Support, ensuring that efficient administrative support is provided to the Chief Officer / Executive Director and Heads of Service, this will often involve working under pressure to conflicting deadlines.

Organisation of Directorate diaries, including co-ordination and organisation of meetings and travel arrangements.

To receive phone calls, enquiries and visitors to the Directorate office, ensuring they are dealt with in a courteous manner.

Minute taking at various meetings, occasionally outwith the Council Offices, including Audio typing.

Co-ordination of the Service's committee and Integration Joint Board reports.

Typing / Processing of reports, correspondence and other documents as required.

Issuing monthly reminders of outstanding sickness forms required by payroll.

Issuing monthly reminders of outstanding temporary contract forms required by HR and Payroll.

Monitoring the documents and information contained on the Orkney Health and Care section of the Council Website.

Provision of support and supervision to Clerical Assistants throughout Orkney Health and Care.

Monitoring of generic Social Work e-mails.

Completing the annual audit of Voluntary Organisation drivers of Council vehicles.

Completing the annual Performing Rights Society return for OHAC.

Updating and monitoring of the Directorate mail log.

Filing of Directorate records and documents.

Adhere at all times to Service policies, standards and procedures.

Adhere to the Codes of Practice for Social Services Workers.

11. General Duties and Responsibilities

Responsibility for Employees

Responsible for the demonstration of duties, and provision of advice and guidance or on the job training to new employees, students, trainees or others.

Financial Resources

Responsibility for the Orkney Health and Care corporate credit card, including the booking of staff flights and the reconciliation of monthly credit card statements.

Processing Invoices.

Information Systems

To use Microsoft Office applications at an advanced level.

Working Environment

The postholder will be predominately office based.

Communication

The postholder will be required to deal with members of the public, services user, external agencies and staff at all levels within the Council and NHS Orkney.

12. Corporate Responsibilities

As an employee of Orkney Islands Council the postholder is required to:-

Observe the Council's policies with regard to the data protection and confidentiality of information.

Observe the Council's Health and Safety and Risk Management policies

Be aware and adhere to the Council's policy on Equal opportunities and Diversity.

Undertake any training as necessary to carry out the duties of the post.

Participate in the Employee Review and Development Scheme as appropriate.

Undertake any other work as required up to and commensurate with the grade for the post.

The post holder may be called upon to support the response required to an emergency in line with the Civil Contingencies Act 2004.

13. Criminal Records Checks - please select the relevant option(s)

- This post does not require a check on criminal conviction history
- Under the Rehabilitation of Offenders Act 1974 (Exclusions and Exceptions) (Scotland) Amendment Order 2015 you are required to disclose all criminal convictions from the 'offences which must always be disclosed' list and non-spent convictions from the 'offences which are to be disclosed subject to rules' list.
- This post requires a satisfactory Basic Police Act Disclosure check.
- This post requires a satisfactory Standard Police Act Disclosure check.
- This post requires a satisfactory Enhanced Police Act Disclosure check.
- This post requires PVG Scheme membership in respect of regulated work with Children.
- This post requires PVG Scheme membership in respect of regulated work with Adults.

14. Significant/Regular demands associated with the Role

| Task | Relevant (please tick) ✓ | Task | Relevant (please tick) ✓ |
|---|-----------------------------|--|-----------------------------|
| Driving (Car/Van) | | Exposure to Excessive noise | |
| Driving (HGV/PCV) | | Use of vibrating tools | |
| Display screen use | ✓ | Contact with skin irritants | |
| Food handling | | Contact with lung irritants | |
| Lone working | | Work involving strenuous effort | |
| Shift working | | Working at height | |
| Night working | | Working in static and/or awkward positions | |
| Working with people requiring physical assistance | | Working in confined spaces | |
| Working with people with challenging behaviour | | Sea going post | |
| Working with vulnerable adults | | Wearing breathing apparatus | |
| Working with children | | Working in close proximity to traffic | |
| Administration of prescribed medication | | Other (please specify) | |

15. Politically Restricted Post

Yes (where indicated only)

This post is classed as a politically restricted post under the provisions of the Local Government and Housing Act 1989.

16. Contractually Required Professional Registration

Holding, maintaining and evidencing as requested registration with the identified professional body/organisation is a contractual requirement of working in this post. The specific level of registration required to be held is specified in the Person Specification under Qualification/Attainments.

- General Teaching Council for Scotland (GTCS)
- Scottish Social Services Council* (SSSC)
- The Law Society of Scotland
- The Chartered Institute of Personnel and Development (CIPD)
- Other, please specify below:


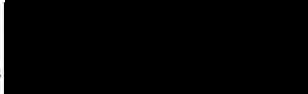
* or other relevant professional accepted by the SSSC.

17. Unsocial and Other working arrangements relevant to this post

The working pattern for this post requires that contractually you are required:

- To work on a rota that requires regular 5 day over 7 working including weekends for which you will be paid 10% Unsocial Hours Allowance;
- To work on a rota that requires regular 5 day over 7 working including weekend and nights for which you will be paid 15% Unsocial Hours Allowance;
- To work all contracted hour at weekends, for which you will be paid a 25% Unsocial Hours Allowance;
- To work all contacted hours during the night, for which you will be paid a 33% Unsocial Hours Allowance;
- To participate in a rota of Sleep In cover at your place of work, for which you can claim sleep over allowance;
- To participate in a standby duty rota, for which you can claim standby allowance.
- To work additional hours depending on the exigencies of the services.

18. Agreement of Job Description

| | Signature | Date |
|------------------|--|----------|
| Manager: |  | 29.06.17 |
| Human Resources: |  | 29/06/17 |

19. Employee Acceptance of Job Description

| | |
|------------------|-------------|
| Signature: | Date: |
|------------------|-------------|

PERSON SPECIFICATION

| Service: Orkney Health and Care. | | Area: Administration. | |
|--|---|-------------------------------|-------------------------------------|
| Post Title: Directorate Secretary. | | | |
| Factor | Criteria | Essential or Desirable | How Assessed * |
| Knowledge and Experience | Significant administrative experience. | Essential | Application Form/interview |
| | Experience of working in a busy office environment. | Essential | Application Form/interview |
| | Significant minute taking experience. | Essential. | Interview |
| | A good understanding of office systems and procedures. | Essential | Interview |
| | Knowledge of basic financial systems and procedures. | Essential | Interview |
| | Experienced in use of computerised systems, in particular Microsoft Office. | Essential | Interview/Practical Assessment |
| | Previous experience of working in Social Care Services in an administration capacity. | Desirable | Application Form |
| Qualifications/ Attainments | SVQ3 or HNC in Business Administration or equivalent level qualification in administration related subject. | Essential | Screening question/Application Form |
| | ECDL. | Desirable | Application Form |
| Other Requirements | Ability to travel efficiently and effectively between various work locations within Orkney to meet the operational requirements of the Service. | Essential | Screening question |
| Core Competencies – These are the target behaviours the post holder should display (Competencies are Essential criteria and are assessed as part of the interview process) | | | |
| Being Customer/client focused | <ul style="list-style-type: none"> ▪ is respectful and courteous to customers/clients ▪ understands and resolves customer/clients' needs ▪ takes opportunities to improve customer/client services ▪ is aware of service levels expected and strives to meet them ▪ seeks and acts on feedback from customers/clients ▪ supports others when dealing with customers/clients | | |
| Working effectively with others | <ul style="list-style-type: none"> ▪ treats others in a fair and equal manner ▪ considers and respects other peoples' ideas/opinions ▪ co-operates with others in the workplace | | |

| | |
|--|---|
| | <ul style="list-style-type: none"> ▪ adapts own views and ideas for the good of the team ▪ goes out of their way to help others. |
| Managing Change | <ul style="list-style-type: none"> ▪ is willing to try new or different ways of working ▪ displays a flexible attitude to duties and responsibilities ▪ reprioritises own work when deadlines are changed ▪ helps others to adapt to change |
| Taking ownership and responsibility | <ul style="list-style-type: none"> ▪ manages own time effectively and works productively ▪ responds positively to feedback and takes appropriate action ▪ ensures own knowledge and skills are sufficient for the job ▪ considers how own behaviour affects others and changes accordingly ▪ recognises and acts when something needs to be done |
| Communicating effectively | <ul style="list-style-type: none"> ▪ listens carefully and asks questions if understanding is unclear ▪ uses simple and clear language ▪ seeks advice when necessary ▪ provides clear and accurate information ▪ uses appropriate body language and eye contact |
| Planning and decision making | <ul style="list-style-type: none"> ▪ works in a planned and organised way ▪ follows instructions and procedures ▪ understands what decisions can be taken within own duties and makes them when required ▪ takes account of available resources when planning own work activities. |
| Leadership | <ul style="list-style-type: none"> ▪ recognises own leadership skills and abilities, and takes responsibility for using and developing these ▪ seeks feedback from others to motivate and improve own leadership. ▪ resilient and finds ways through challenging situations. ▪ identifies and works towards a shared purpose or goals ▪ values and respects the contributions of others. ▪ shares information and promotes effective knowledge management |