

Restructure – changes arising from consultation feedback

SMT have considered all of the feedback submitted during the consultation period from 24 October 2013 to 09 December 2013 and the feedback received directly from the unions.

The feedback has resulted in a number of changes being made to the restructure proposal. These are listed here below.

Changes to the structure of Direct Reports to the Chief Executive

CHANGE	REASON
Creation of a Service Co-ordinator post on a part time (0.7 FTE) basis for a fixed term of one year.	To provide a contact point to deal with cross-council service issues that arise from customer or Member complaints; to ensure that appropriate action is taken in a timely and efficient manner, coordinating service responses and enforcement action to best effect.

Changes to Corporate Resources

CHANGE	REASON
All management positions graded M or above and with responsibility for multiple service areas have been renamed 'Head of' roles. The job descriptions for these roles have been amended slightly to include corporate skills that are required of these roles.	To create organisational clarity in the levels of responsibility between different managers and in the expectation of these managers.
Property services to be moved out of the Corporate Resources Directorate and into the Community Services Directorate to be aligned with ED&R	Improved approach to asset management and regeneration strategy development
Property Manager to be deleted	With the transfer of property services into the wider Economic Development and Strategic Assets service, there will no longer be a need for a designated 3 rd tier manager to manage the Property service. Capacity in the form of a Facilities Supervisor (was Building Services Supervisor) will be returned under the Facilities Manager to ensure that the service will have sufficient capacity.
Transfer of the Engagement Officer from the Corporate Resources Directorate to the Community Services Directorate to report to the Community Safety and Leisure Manager.	Recognises that the post provides partnership and community development support which will mainly be focusing on safer neighbourhoods projects (e.g. health and wellbeing; Margate Task Force; troubled families etc).
Transfer responsibility for Business Continuity from the Technical Services Manager to the Director of Corporate Services	To align the provision of and responsibility for corporate planning and support functions. With the recent development and testing of the BCP plan its future maintenance can be co-ordinated

CHANGE	REASON
	corporately.
Change Financial Services Manager to Head of Financial Services. To retain the deputy 151 role and to confirm standing attendance at SMT	Better reflects the span of the role
Transfer the Monitoring Officer function from the Corporate Standards Manager to the Legal Services Manager. To add responsibility for corporate governance and to confirm standing attendance at SMT	To reflect the fact that the skills and experience of the legal services manager and the requirement of the MO role are very similar
Amend the job description and rename the role of Customer Contact Manager to Customer Contact and Engagement Manager. The role now includes responsibility for public consultations.	Draws all the 'customer engagement' activities within one function.
Delete the post of Corporate Standards Manager. Transfer the Policy and Performance team to report to the Head of Financial Services; and move the Customer Contact and Engagement Manager and Democratic Services Manager to report to the Director of Corporate Services	Recognises the synergies between financial and performance planning and monitoring; and recognises the diminished role once this, and the removal of the MO role has been accounted for. Allows the 2 senior posts of Customer Contact Manager and Democratic Services Manager to have greater autonomy and responsibility in keeping with the role.
Add responsibility for the Standards Process to the Democratic Services Manager	To put full responsibility for all democratic functions under the same manager
Rename the Business Planning and Performance Manager to Policy and Business Planning Manager	Better reflects the role
Policy Officer JD to include responsibility for the monitoring and drafting of social policy	To reflect existing practice
Transfer responsibility for public consultations from the Communications Manager to the Customer Contact and Engagement Manager	Puts customer feedback/request processes under one manager
Create a new post of Customer Contact and Engagement Officer, to report to the Customer Contact and Engagement Manager and to be responsible for ensuring compliance with the Equalities Duty and customer consultations; and to provide resilience by covering for the Customer Contact Officer.	Aligns complementary skills and experience with levels of workload and the need for resilience within the customer contact team.
Delete the post of Corporate Support Officer	Duties absorbed in new post of Customer Contact and Engagement Officer
Change the title of the Communications Assistant (Media) to Web & Digital Marketing Assistant	Better reflects the role
Change one of the 2 Marketing Officers to a Web and Digital Marketing Officer. Amend the job descriptions of both to show different areas of specialism.	Better reflects need
Delete the post of Standards Officer	Able to absorb workload within remaining

CHANGE	REASON
	democratic support staff
Create a post of Corporate Resources Officer to report to the Director of Resources.	Additional capacity needed, primarily to undertake residual council functions related to shared services; including administrative support to employee council and for the employee development processes; to act as ICT co-ordinator for the council. Administer the Council's corporate processes, including maintaining the corporate risk register; the document retention policy and the Business Continuity Plan.
Estates Surveyors will report to the Head of Economic Development and Asset Management.	Resultant from the deletion of the Property Manager and the transfer of the Property Service into Economic Development and Asset Management.
Remove the proposed Communications Assistant (Marketing) post and replace with a Film and Communications Officer post.	To more specifically meet the needs of the organisation and to reflect the ongoing and increasing requirement for this service and role.

Changes to Community Services

CHANGE	REASON
All management positions graded M or above and with responsibility for multiple service areas have been renamed 'Head of' roles. The job descriptions for these roles have been amended slightly to include corporate skills that are required of these roles.	To create organisational clarity in the levels of responsibility between different managers and in the expectation of these managers.
Change of title from Economic Development & Strategic Planning manager, to Head of Economic Development and Asset Management.	Reflects the span of the role
Strategic Planning to be moved under built environment	Services with similar professional knowledge aligned
Change of title from Built Environment Manager to Head of Build Environment	Reflects the span of the role
Change of title from Safer Neighbourhoods Manager to Head of Safer Neighbourhoods	Reflects the span of the role
Change Planning Team Leader to Planning Manager	Reflects the span of the role
Change Building Control Team Leader to Building Control Manager	Reflects the span of the role
Change Housing Strategy Team Leader to Housing Strategy Manager	Reflects the span of the role
Change Housing Regeneration Team Leader to Housing Regeneration Manager	Reflects the span of the role
Delete the Sports and Events Officer	The structure of delivery of sports development and corporate support to external events has been reviewed as it is now understood that one post would not give sufficient capacity for both

CHANGE	REASON
	these activities.
Add Events and Community Projects Officer	To provide a dedicated resource that can promote safer community action. The post will work with communities to develop greater resilience and responsibility within communities. To oversee the land hire processes, support the SAG; and develop and deliver community education promotions to support the safer neighbourhoods aspirations.
Add new post of Community Support Officer to cover administration of land hire process and to provide general administrative support to the Events and Promotions Officer	To support community groups in preparing events and land hire applications; and other initiatives designed to bring community benefits.
Sports Development Officer role has been amended to include setting the direction for the sport and leisure across the district and manage the sport programme (Sport 4 NRG).	Brings together responsibility for all the sports related work of the authority into one post.
Planning Projects manager renamed Strategic Planning Manager	Better reflect the role
Addition of Destination Management Plan Coordinator	Post already exists; originally missed of the structure consulted on in error.
Addition of a second Senior Housing Improvement Officer	Post already exists; originally missed of the structure consulted on in error.
Retention of the Building Services Supervisor post, to be renamed Facilities Supervisor	Recognises the need for additional capacity based on estimates of future workloads.
Planning Officer numbers to change from 5.5 to 6	Information error.
Building Control Surveyor numbers to remain as current at 4.65 FTE	Service has demonstrated the need for retaining this capacity
Community Safety & Leisure Manager to take responsibility for child safeguarding, land hire and events.	To align the provision of all community safety and leisure activities.
Change of title from Housing Manager to Head of Housing Services	Better reflects the span of the role
Deletion of the Footprints in the Sand posts within Safer Neighbourhoods.	These roles are fixed term and will have ended by 01 April 2014.
Deletion of Senior Community Safety Co-ordinator and creation of a Community Safety Team Leader role.	To create line management capacity of the Community Safety Co-ordinator team to give the Community Safety and Leisure Manager more capacity to manage a larger and more varied team.
Creation of a Community Asset Manager role on a one year fixed term contract.	To add capacity for the council in developing relationships with community groups, local businesses and third sector organisations, providing support to allow the direct management and maintenance of assets for the benefit of the wider community.

Changes to Operational Services

CHANGE	REASON
All management positions graded M or above and with responsibility for multiple service areas have been renamed 'Head of' roles. The job descriptions for these roles have been amended slightly to include corporate skills that are required of these roles.	To create organisational clarity in the levels of responsibility between different managers and in the expectation of these managers.
Change of title from Thanet Frontline Services Manager to Head of Operational Services, added licence requirements to the job description and adjusted skills requirements.	Better reflects the nature and requirements of the role and responding to consultation feedback.
Transfer of Workshop Supervisor and team to report to the Head of Operational Services	Reflects that support is provided across the service
Rename the Public Realm Support Manager to the Operational Support Team Leader	Better reflects the span of the role
Transfer the Support Assistant from the line management of the Public Realm Manager to the Operational Support Team Leader	Puts all support posts under a single manager to enable greater flexibility and resilience.
Rename the Public Realm Support Officers to Operational Support Officers.	Better reflects the span of the role.
Deletion of the post of Waste Containment Officer (currently vacant) from under the Recycling and Waste Manager and creation of an additional Operational Support Officer. The duties of the post have been incorporated in the JD for the Environmental Education Officer.	Puts all support posts under a single manager and gives greater flexibility
Transfer the Education Officer from the line management of the Public Realm Support Team leader to the Head of Operational Services. Change the title from Education Officer to Environmental Education Officer and make alterations to the job description.	To better reflect the nature of the role. The reporting directly to the Head of Operational Services will provide support across the service. The changes also respond to feedback provided under the consultation.
Deletion of the Grounds Manager post and creation of an Open Spaces Manager post to be responsible for Grounds, Minor works, Foreshores and Coast projects.	Brings together responsibility for all the local authorities open spaces under one manager.
Transfer the line management of the allotments officer from the Property Manager to the Open Spaces Manager	To reflect the fact that the post needs strong links to the Parks and Grounds teams.
Change Public Realm Enforcement Manager to Operational Services Enforcement Manager and minor changes to JD.	To better reflect the relationship between the service under the Head of Operational Services, and responding to feedback under the consultation.
Rename the Maritime Customer Services & Project Manager to Maritime Services Manager	Simpler reflection of the role
Addition of 0.2 FTE Thanet Coast Project Assistant (NEKMPA) to report to Thanet Coast Project Officer.	Existing role missed off the structure chart in error.
Update the Recycling and Waste Manager's JD including adding appropriate vehicle and waste management licence requirements to the JD.	To reflect feedback from the initial consultation, and the changes to managerial responsibility, and to provide resilience within the service in

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	support of the Head of Operational Services.
Remove responsibility for Business Continuity Planning from Technical Services Manager	To focus cover within the technical and engineering functions on emergency planning
Open spaces Officer JD has been amended to include responsibility for play development.	To reflect the transfer of this role from Community Services.
Deletion of the Public Realm Manager post.	This was an additional management layer which, through feedback received, is not necessary.
Minor Works Team Leader vacancy is on hold.	The nature and need for this post will be assessed by the Head of Operational Services.