

DUNDEE CITY COUNCIL

REPORT TO: Personnel and Management Services Committee - 15 April 2002

REPORT ON: Neighbourhood Resources and Development Department -
Review of Manual Staff

REPORT BY: Director of Neighbourhood Resources and Development and
Director of Personnel and Management Services

REPORT NO: 185-2002

1 PURPOSE OF REPORT

- 1.1 This report seeks to recognise and rationalise the range of skills and contributions made by manual staff in achieving the goals of the department, and reviews the staffing levels, organisational structures, duties, workloads and methods of operation of these staff who work within the Neighbourhood Centres, Libraries and bases of the department.

2 RECOMMENDATIONS

- 2.1 It is recommended that the Neighbourhood Resources and Development Committee approves the proposal that cleaning of all NRDD properties is undertaken by Tayside Contracts.

- 2.2 It is recommended that the Personnel and Management Services Committee approves:-

- 2.2.1 the deletion of the following posts:-

1 full time Chief Attendant, graded Tech 1, £13,124 - £13,976;

15 full time Stewards, graded MW5, £11,009;

1 part time Storeperson, graded MW3, £10,349;

4 full time Chargehand Attendants, graded MW2 plus Chargehand Allowance plus lieu bonus, £11,826;

14 full time and 8 part time Attendants, graded MW2 plus lieu bonus, £10,761;

- 2.2.2 the establishment of the following posts:-

1 Resources Assistants Co-ordinator, graded AP2, £14,984 - £16,217;

24 full time and 12 part time Resources Assistants, graded GS1/2, £9,680 - £12,899;

1 Maintenance Person, Craft grade, £12,267;

2.2.3 the attached job descriptions for these new posts.

3 FINANCIAL IMPLICATIONS

3.1 The cost of the implementation of these proposals will be contained within the Neighbourhood Resources and Development Department's Revenue Budget.

4 LOCAL AGENDA 21 IMPLICATIONS

4.1 This report seeks to ensure the most effective and efficient use of departmental resources.

5 EQUAL OPPORTUNITIES IMPLICATIONS

5.1 Improved service will lead to fuller access to resources and information for the community.

6 BACKGROUND AND PROPOSALS

6.1 The creation of the Neighbourhood Resources and Development Department in 1996 brought together staff from different backgrounds with different conditions of service. As the department has sought to integrate buildings and services, a number of personnel matters have been highlighted.

6.2 The Director of Neighbourhood Resources and Development has reviewed the way in which departmental properties are currently cleaned. Having considered the situation, he is of the view that there would be considerable merit in engaging Tayside Contracts to undertake all of this cleaning. At present, this work is carried out by NRDD employees but this is only part of their duties. If the responsibility for cleaning was removed, this would free up time to allow them to undertake a different role to the benefit of the department.

6.3 It has been necessary to examine the current duties and conditions of service of staff to ensure the effective service within Neighbourhood Centres and Libraries. This has resulted in the revised job descriptions (attached) and the proposal to regrade all current Stewards, Attendants and Chargehands to GS1/2.

6.4 It is recognised that it would be beneficial to create an additional post of Maintenance Person with a department wide remit. The post will be funded from the Repairs and Maintenance Budget.

6.5 It is considered necessary to create a new post of Resources Assistants Co-ordinator, reporting to the Assistant Administration Officer, Support Services, to co-ordinate the provision of an efficient and responsive service to staff and users of the department.

- 6.6 The staffing complement in Centres and Libraries does not provide for relief staff to cover holidays, sickness, etc. The department has had great difficulty in the past in providing supply stewarding from within the department's resources and other Council departments. This has resulted in high overtime requests resulting in high staff costs. It is suggested, therefore, that a department-wide pool of 7 Resources Assistants, graded GS1/2, be established to provide the necessary cover. This will be funded partly from the department's overtime budget.
- 6.7 It is anticipated that the implementation of this report will take effect 2 months from the date of Committee approval.

7 **CONSULTATION**

- 7.1 This report has been the subject of consultation with the Chief Executive, Director of Support Services, Director of Finance and the trade unions.
- 7.2 The trade unions will continue to be consulted during the implementation stage.

8 **BACKGROUND PAPERS**

- 8.1 No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information), were relied on to any material extent in preparing this report.

9 **SIGNATURE**

F. Patrick
Director of Neighbourhood Resources & Development

Date

J.C. Petrie
Director of Personnel and Management Services

Date

VACANCY REF.:
CLOSING DATE:

DUNDEE CITY COUNCIL

JOB DESCRIPTION – NEIGHBOURHOOD RESOURCES AND DEVELOPMENT DEPT

DRAFT

IDENTIFICATION

Post Title:	Resources Assistant	Post Ref.:	
Section:	Neighbourhood Centres and Libraries	Grade:	GS1/2
Responsible to:	Resources Assistants Co-ordinator (day to day supervision by Neighbourhood Centre Manager or Library and Information Worker or Senior Library and Information Assistant depending on location).		
Responsible for:	N/A		

JOB PURPOSE

To assist in the provision of an efficient, responsive and courteous service to users of the Centre/Library, including security and safety aspects, routine minor maintenance and carry out other relevant duties, as required.

PRINCIPAL WORKING CONTACTS

- 1 Resources Assistants Co-ordinator
- 2 Neighbourhood Centre Manager
- 3 Library and Information Worker/Senior Library and Information Assistants/NDW's.
- 4 Library and Information Assistants.
- 5 Maintenance Persons

MAIN DUTIES

- 1 Assist in delivery of a high quality, responsive service to Library/Centre users.
- 2 Deal with the issue and return of books and other materials and the processing of new members.
- 3 Return books and other materials to the appropriate shelves and regularly tidy and arrange the stock on the shelves.
- 4 Retrieve and return library stock from storage areas.

- 5 Ensure contract cleaning is carried out efficiently and effectively, as required.
- 6 Ensure the security of the premises and contents, with due regard for the health and safety of persons using, entering and leaving the premises, as required, when on duty.
- 7 Operate intruder and fire alarms within the premises, monitor CCTV systems and undertake fire steward duties as required.
- 8 Follow agreed procedures for the monitoring of lighting, heating, cleaning and building services, to ensure that operational requirements are met, including minor maintenance/repair and operation of plant and equipment including graffiti removal and touching up paintwork, and assist the department's Maintenance Persons as required. (Including maintenance of outdoor equipment to AALA requirements).
- 9 Undertake portering and handyperson duties, including loading, unloading and distribution of materials and moving and arranging furniture/equipment, as required.
- 10 Collect overdue items from library users on the instructions of the Library and Information Worker.
- 11 Ensure that all arrangements for functions, meetings and exhibitions, including the erection and dismantling of materials and equipment including microphone, video and loop systems, provision of refreshments, routine cleaning etc are carried out efficiently and effectively, as required.
- 12 Prepare and serve light refreshments/snacks, undertake routine cleaning of kitchen appliances, and management of stocks etc for coffee bar/tuck shop/vending machines.
- 13 Undertake emergency cleaning duties within the building and grounds, as required.
- 14 Assist with maintenance of equipment inventories and stock control.
- 15 Drive departmental vehicles, transport goods, mail, equipment and personnel, and carry out banking duties and other delivery duties, as required.
- 16 Routine maintenance of vehicles, including oil and water checks, cleaning and garaging of vehicles, loading and unloading vehicles, using appropriate mechanical aids, where these are available, as required. Completing paperwork associated with these functions.
- 17 Ensure that surrounding grounds and car parks are kept tidy and free of hazards including ensuring safe pedestrian access to buildings at all times, including in snowy or icy conditions, as required.
- 18 Attend the premises during lets, as required, to ensure support, assistance and security is available to lessees and reporting any damage caused to buildings, fabric, equipment or furniture during such lets.
- 19 When on standby duties, as key holder respond to call-outs as required.
- 20 Carry out relief duties, when requested, at any other Neighbourhood Resources and Development Department location.

OTHER DUTIES

This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Consequently, this is not a contractual document and the postholder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job.

Date prepared: 16/05/02
Authorised:

If you have any queries regarding this vacancy, please contact (Name, Department, Telephone Number).

VACANCY REF.:
CLOSING DATE:

DUNDEE CITY COUNCIL

JOB DESCRIPTION – NEIGHBOURHOOD RESOURCES AND DEVELOPMENT DEPT

DRAFT

IDENTIFICATION

Post Title:	Resources Assistants Co-ordinator	Post Ref.:	
Section:	Support Services (based at Central Library)	Grade:	AP2
Responsible to:	Assistant Admin Officer, Support Services		
Responsible for:	Resources Assistants, Maintenance Persons		

JOB PURPOSE

, To ensure the provision of an efficient, responsive service to users of Neighbourhood Resources Department properties, including security and safety aspects, routine maintenance, supervision of staff and associated administration.

PRINCIPAL WORKING CONTACTS

- 1 Senior staff within Central Library
- 2 Neighbourhood Centre Managers
- 3 Library & Information Workers/Senior Library & Information Assistants
- 4 Maintenance Persons

MAIN DUTIES

- 1 Responsible for the supervision of staff, co-ordination of work, monitoring of work performance, identification of training needs and maintenance of discipline.
- 2 Co-ordination across the Department of all administration relating to Resources Assistants, including work rotas, call outs and holiday relief etc, in conjunction with Assistant Admin Officer, Support Services.
- 3 In conjunction with Neighbourhood Centre Managers/Neighbourhood Library and Information Workers, ensure contract cleaning is carried out and a high standard of cleanliness is maintained at all Neighbourhood Resources Department properties.
- 4 Ensure that the agreed procedures for the monitoring of lighting, heating and building services are followed in accordance with operational requirements, including maintenance/repair and operation of plant including graffiti removal and touching up paintwork etc.
- 5 Responsibility for ensuring the undertaking of portering and handyperson duties, including loading, unloading and distribution of materials and moving and arranging furniture. Carry out the aforementioned duties, as required.

- 6 Liaise with representatives of Council departments/visiting contractors and Wellgate Centre Manager in matters relating to maintenance and/or improvement work within NRDD properties.
- 7 Drive departmental vehicles, transporting goods, mail, equipment and personnel, as required.
- 8 Ensure that all arrangements for functions, meetings and exhibitions, including the erection and dismantling of materials/equipment, provision of refreshments, routine cleaning etc, are carried out efficiently and effectively, as required.
- 9 Responsibility for the requisitioning and maintenance of all housekeeping stores, including the distribution of stores to NRDD properties, and the maintenance of all necessary stock control records.
- 10 Ensure that the routine maintenance of department vehicles is carried out efficiently, including oil and water checks, cleaning and garaging of vehicles, loading and unloading aids, where these are fitted, and that associated paperwork is completed, as required.
- 11 Ensure premises are attended during lets, if required, and that any damage caused to buildings, fabric, equipment or furniture during such lets is reported.
- 12 Monitor, review and update systems and procedures relating to the provision of general services within NRDD.
- 13 Responsibility for the maintenance of rotas for call outs on an area by area basis and inform relevant third parties i.e. Support Services Section, Police, Security groups etc. As keyholder responding to call outs, under exceptional circumstances, as required.
- 14 Under exceptional circumstances, carry out relief duties, when requested, at any other Neighbourhood Resources and Development Department properties.

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JOB DESCRIPTION - NEIGHBOURHOOD RESOURCES AND DEVELOPMENT DEPT

DRAFT

IDENTIFICATION

Post Title:	Maintenance Person	Post Ref.:	
Section:	Complex/Centre/Library	Grade:	C104
Responsible to:	Resources Assistants Co-ordinator		
Responsible for:	N/A		

JOB PURPOSE

To provide a competent, responsible, efficient and courteous maintenance service within the Neighbourhood Complexes, Centres, Libraries, and Central Library and other properties within the Department.

PRINCIPAL WORKING CONTACTS

- 1 Resources Assistants Co-ordinator
- 2 Neighbourhood Centre Managers
- 3 Library and Information Workers/Senior Library and Information Assistants
- 4 Assistant Admin Officer, Support Services
- 5 Resources Assistants

MAIN DUTIES

Major Responsibilities

- 1 To undertake a range of repairs within the Neighbourhood Complexes, Centres Libraries, Central Library and other department properties.
- 2 To monitor all environmental controls within the department's properties and make any adjustments necessary, on a day-to-day basis.
- 3 To order and control a stock of spare fittings for lighting and other technical services for Departmental properties.
- 4 To undertake and co-ordinate the testing of portable electrical appliances in the departmental properties.
- 5 To undertake minor maintenance and repairs to plant and equipment, as required.

- 6 To undertake repair of equipment held by the Department, including cleaning, catering and audio visual equipment.
- 7 To liaise with Assistant Admin Officer, Support Services, on repairs and maintenance requirements in departmental properties.
- 8 To assemble and adapt fittings and fixtures within departmental properties, where required, in consultation with senior staff.
- 9 To obtain estimates and price equipment on behalf of Cost Centre Managers prior to requisitioning.
- 10 To liaise with the Resources Assistants Co-ordinator and Neighbourhood Centre Manager, Library and Information Workers and Senior Library and Information Workers on matters relating to maintenance, safety and security within the departmental properties.
- 11 To monitor the physical condition of the Central Library building and report on matters requiring attention to the General Services Supervisor on a regular basis.

OTHER DUTIES

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