

PERSONNEL COMMITTEE

17 JUNE 2013

TOURIST INFORMATION CENTRE - COVER ASSISTANT

REPORT OF HEAD OF TOURISM

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RECENT REFERENCES:

None

EXECUTIVE SUMMARY:

This Report seeks to recognise the permanent need for a post to cover ad hoc absences within the Tourist Information Centre (TIC) team and carry out essential leaflet distribution across the District.

At the same time, the post will absorb the duties of another similar contract for leaflet distribution for which there is an ongoing need.

Although there is no increased cost to the Council in real terms, the new contract will take the form of a 0.18 FTE contract and will need to be added to the establishment.

Members are therefore asked to approve this change, which will regularise the staffing situation and ensure stable service delivery.

RECOMMENDATIONS:

- 1 That Members approve the addition of a 0.18 FTE Tourist Information Cover Assistant to the establishment, to provide experienced cover for sickness, leaflet distribution, training and holiday absences among the tourist information centre team.

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DETAIL:

1. Introduction

- 1.1. The Tourist Information Centre handles over 150,000 public enquiries a year via personal visits, emails, phone calls and letters. The staff team, which has won two national gold awards for the standard of service provided, is highly professional and committed, and staff turnover is low.
- 1.2. Approximately seven years ago, one TIC staff member offered to reduce their hours to be on a 'zero hours contract', to be drafted in only when there was a gap in the rota. This was in the interests of efficiency, retaining knowledge and expertise within the team for when it was needed but with no 'up front' financial commitment by the Council.
- 1.3. Changes to the nature of 'casual' staff contracts mean that it is not possible simply to keep renewing a zero hours contract, although there is still a need for this kind of experienced cover for holidays, training and sickness. Consequently, it is proposed that the post be added to the establishment, in line with latest contractual practices.
- 1.4. In so doing, it is also proposed to reconcile a second contract for leaflet delivery duties which, again, is still required but generally only on an occasional basis. This zero hours contract is currently held by the same member of staff who provides the ad hoc rota cover.
- 1.5. Members are therefore requested to authorise the addition of this 0.18 FTE post to the establishment. It is proposed that the difference in cost (£352) will be vired across from the leaflet delivery post costs and then the remaining £1,648 will be offered up as a saving in the next round of budget savings. The contract will be for a maximum standard number of hours per month and this expenditure will therefore effectively be committed to the post holder from the outset of the financial year.

OTHER CONSIDERATIONS:

2. SUSTAINABLE COMMUNITY STRATEGY AND CHANGE PLANS (RELEVANCE TO):

- 2.1. Tourism is one of the five core sectors of the economy, and the work of the TIC directly contributes to the economic prosperity outcome of the Community Strategy.

2.2. The TIC has set a benchmark for provision of high quality services, and retention of good, experienced staff for this kind of cover is in line with the corporate objective of the Council to be efficient and effective.

2.3. The Tourism service has recently worked in partnership with Hampshire County Council to establish a new satellite information area in Winchester Discovery Centre. This new information point needs daily re-stocking.

3. RESOURCE IMPLICATIONS:

3.1. TOTAL CURRENT STAFFING COSTS

	Cost	Source of budget
Current arrangements:		
Ad hoc staff cover	£3,800	Casual budget
Proposed single post:	£4,152	This figure represents the maximum payment for the role at top of grade (3/22)
Difference in cost	£352	

4. RISK MANAGEMENT ISSUES

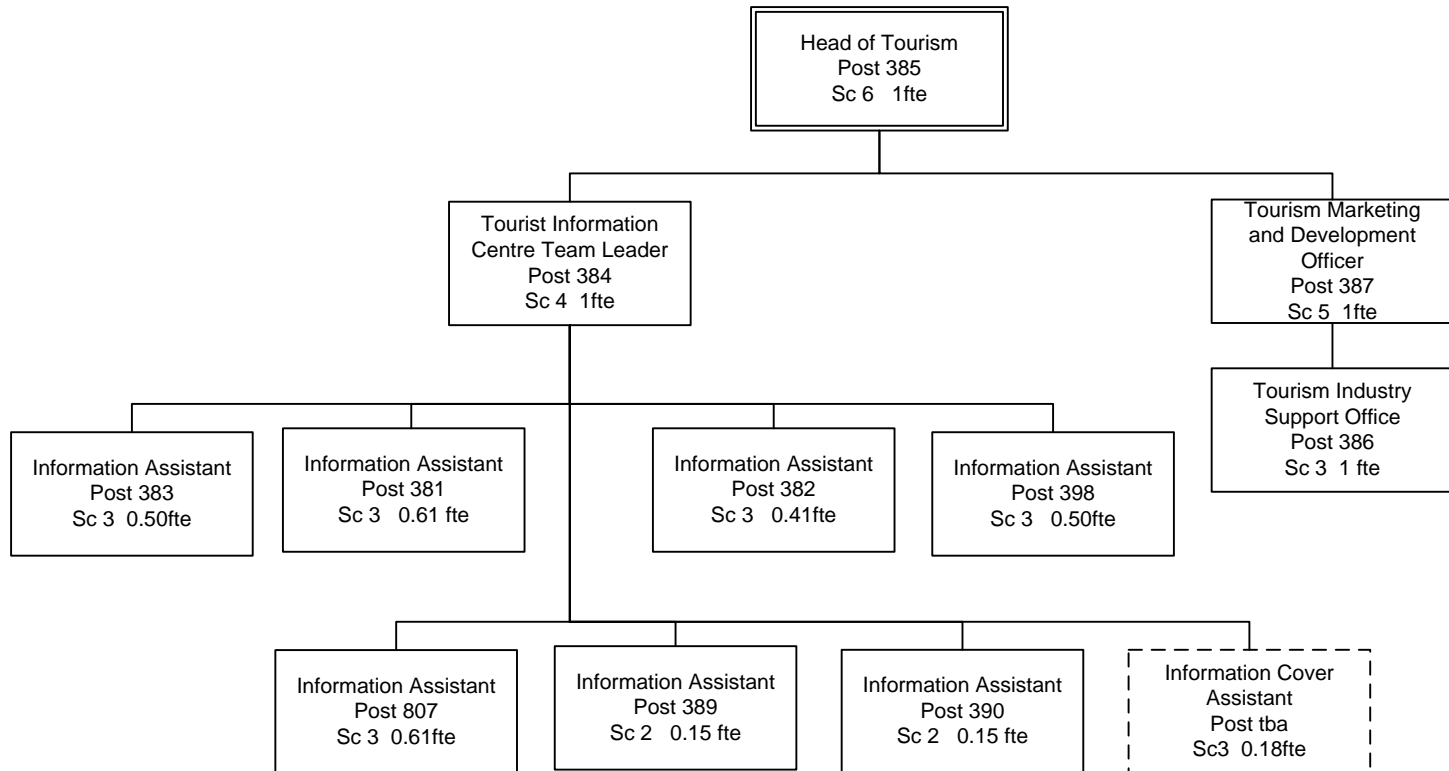
4.1. There is no significant risk attached to this proposal.

BACKGROUND PAPERS: None

APPENDICES: Appendix 1 - TIC Staff Structure

APPENDIX 1

TIC Staff Structure (showing in a hatched square the post which is the subject of this report).



Temporary Contract Posts

Summer Season
Information Assistant
Temporary to 30/9/13
Post 1173
Sc 2 0.54fte

Summer Season
Information Assistant
Temporary to 30/9/13
Post 1174
Sc 2 0.54fte