

# DUNDEE CITY COUNCIL

**REPORT TO:** Personnel & Management Services Committee - 8 January 2001

**REPORT ON:** Leisure and Parks, Review of the Administration Function

**REPORT BY:** Director of Personnel and Management Services

**REPORT NO.:** 36-2001

## 1 PURPOSE OF REPORT

- 1.1 To report to Committee recommendations arising from a review of the Leisure and Parks Department's Administration Section.

## 2 RECOMMENDATIONS

It is recommended that:-

- 2.1 one post of Administration Officer (Services), graded PO1-4 (£22,749 - £24,735), be redesignated Administration Officer (Special Projects);
- 2.2 one post of Senior Keyboard Operator, graded GS1/3 (£8,913 - £12,780) redesignated Senior Keyboard Operator/Clerical Assistant and be transferred from the Keyboard Services Section to the Leisure Services Section at the Olympia Centre for a six week trial period, during which time the Leisure Services Manager be responsible for day-to-day supervision. The Administration Assistant (Keyboard Services) to retain responsibility for holiday allocation, provision of cover and adherence to all administrative procedures. Typing workload in both sections be measured during the trial period and the situation be reviewed at the end of that period.
- 2.3 the Senior Countryside Ranger be made responsible for the Ancrum Activity Centre's Administration Section;
- 2.4 the Booking Office be relocated from Olympia to Floor 13 of Tayside House and be merged with the General Section of the Administration Section;
- 2.5 a member of Leisure and Parks staff be located at the Customer Services Help Zone Facility on Floor 2 of Tayside House for a pilot period to undertake Booking Office functions. In order to reflect the duties of the post, the post be regraded GS1/3. During peak times and periods of sickness or absence, any member of Leisure and Parks staff providing cover will receive a higher duty payment to GS1/3 for the hours worked. The situation to be reviewed in May/June 2001;
- 2.6 responsibility for the supervision of the Ticket Offices at Olympia and Lochee Leisure Centres be transferred to the Duty Officer at each location;

- 2.7 one post of Administration Assistant (General) and one post of Administration Assistant (Bookings), both graded AP3 (£15,702 - £17,277), be deleted from the establishment and a new post of Administration Assistant (General), graded AP4 (£17,844 - £19,803), be established;
- 2.8 purchase ordering and related invoicing generated by the Downfield Pavilion, Caird Park and Camperdown offices be transferred to these locations from the General Section;
- 2.9 five posts of Clerical Assistant of which two are vacant, graded GS1/2 (£8,913 - £12,039), be deleted from the establishment of the General Section, and three posts of Administration Assistant, graded AP1 (£12,780 - £13,707), be established at (one at each of Downfield, Camperdown and Caird Park area offices);
- 2.10 two vacant part-time posts of Clerical Assistant graded GS1/2 (£8,913-£12,039) (20hrs pro rata) be deleted from the establishment of the General Section;
- 2.11 administrative and clerical work transferred to the area offices, (e.g. job orders) be forwarded to Tayside House for processing if there is no-one available at the area offices;
- 2.12 a training needs analysis be carried out to determine the Administration Section's training requirements. Such training not to be carried out until all of the systems are in place;
- 2.13 an Implementation Group be set up comprising Leisure and Parks, Management Services (and staff from other departments as and when required) to facilitate the implementation of this report;
- 2.14 due to the changes proposed, any displaced staff be redeployed in accordance with the Council's agreed procedure;
- 2.15 while improvements are being made to the wages systems, the vacant part-time post be filled and the full-time post continue to be filled on a temporary basis. Once improvements are complete, the Wages Section may be reviewed;

### **3 FINANCIAL IMPLICATIONS**

- 3.1 As a result of implementing this report, there will be a saving of £49,259 in a full financial year (refer Appendix 10). The normal redeployment process will be followed and the proposed savings will be deferred until the following financial year to facilitate this.

### **4 LOCAL AGENDA 21 IMPLICATIONS**

- 4.1 None.

### **5 EQUAL OPPORTUNITIES IMPLICATIONS**

- 5.1 None.

## 6 BACKGROUND AND PROPOSALS

### 6.1 Administration Officer (Services)

- 6.1.1 Many of the department's IT and management systems require to be updated. New systems also need to be created. Such improvements should reduce costs, improve effectiveness, efficiency and quality. The Administration Officer (Services) is well placed to undertake such work, if certain other duties were removed. The postholder's primary function would be the review, development and improvement of IT manual systems as well as providing special assistance throughout the department as directed. Given the wide-ranging remit of this post, the current grade is considered appropriate.

It is suggested that responsibility for the Keyboard Services Section, Booking Office and Ancrum Activity Centre's Administration Section should be removed from this post and that the post should be redesignated Administration Officer (Special Projects) (refer Appendix 5 for job description).

### 6.2 Keyboard Services

- 6.2.1 The measure of workload shows that four Senior Keyboard Operators are required in the Keyboard Services Section. However, Management has expressed an interest in transferring one Senior Keyboard Operator post to the Leisure Services Section. It is suggested that this should be done on a trial basis for six weeks, during which time the amount of typing in the Keyboard Services and the Leisure Services Sections will be measured and reviewed. Should the trial be successful, it is suggested that the post of Senior Keyboard Operator transferred to the Leisure Services Section should be redesignated Senior Keyboard Operator/Clerical Assistant (refer Appendix 8 for a job description).
- 6.2.2 The Keyboard Services Section is currently supervised by the Administration Officer (Services). It is considered that the Senior Administration Officer should supervise this section directly.

### 6.3 Ancrum Activity Centre

- 6.3.1 This section falls under the remit of the Administration Officer (Services), however, day to day supervision is carried out by the Senior Countryside Ranger. This is a more practical arrangement and the Administration Section at Ancrum should become the responsibility of the Senior Countryside Ranger forthwith.

### 6.4 Booking Office

- 6.4.1 The Booking Office located at the Olympia Centre uses a computer system for various bookings. The system should be developed by the Administration Officer (Special Projects).
- 6.4.2 Ticket Office staff at Olympia and Lochee Leisure Centres are responsible to the Administration Assistant. The Administration Assistant is not there all the time that Ticket Office staff are, therefore the Duty Officers at Olympia and Lochee Leisure Centres should be made responsible for them.

- 6.4.3 The Customer Services Help Zone Facility, located at Floor 2 of Tayside House, is a better location from which to provide booking facilities. To provide a better service to the public, a member of Booking Office staff should be relocated to Floor 2. It is proposed that the post be regraded GS1/3. During times when additional cover is required, a member of staff from Leisure and Parks should provide cover and will receive a higher duty payment to GS1/3 for the hours worked.

The remaining Booking Office staff should move to Floor 13 of Tayside House.

- 6.4.4 It is proposed that the Booking Office be merged with the General Section and subsequently it is proposed that the posts of Administration Assistant (General) and Administration Assistant (Bookings) be deleted and a new post of Administration Assistant (General) be established (refer Appendix 6 for job description). Evaluation of the proposed duties indicates that the grade for this post should be AP4.

## 6.5 **Wages/Salaries**

- 6.5.1 This section has an establishment of five full-time and one part-time Clerical Assistant post. The part-time post is currently vacant and one full-time post is being filled on a temporary basis.
- 6.5.2 The current system is in need of automation. Therefore a representative of the Personnel and Management Services Department, the Administration Officer (Special Projects) and the Administration Assistant (Wages/Salaries) and relevant staff of the Information Technology and Finance Departments should form a team to develop an improved system.
- 6.5.3 The vacant part-time post should be filled on a temporary basis and the full-time post should continue to be filled on a temporary basis until the above team has implemented the improvements.

## 6.6 **General**

- 6.6.1 The General Section has seven full-time Clerical Assistant and two vacant part-time Clerical Assistant posts. Transferring all work ordering and much of purchase ordering out to the area offices will reduce the amount of work done centrally. Merging with the Booking Office will add four Clerical Assistant posts, two of which are vacant, to the establishment. Transferring the above work to the area offices and transferring Booking Office work to Floor 2 will reduce the requirement for staff in the General Section on Floor 13 to five Clerical Assistants.

It is concluded that three permanent full-time, two vacant full-time and two vacant part-time posts of Clerical Assistant should be deleted from the establishment of the General Section.

- 6.6.2 A new Clerical Assistant job description was created (refer Appendix 9) to reflect the changes in the Section. An evaluation was subsequently carried out and the grade was found to remain the same. Any postholder not successful in gaining an alternative post should be redeployed.

## 6.7 Downfield Pilot

- 6.7.1 The temporary Senior Clerical Assistant post outposted from the General Section has allowed the Parks Officer and Parks Supervisors to delegate much of their clerical work, enabling them to spend more time on work supervision.

The outposting has reduced the workload of supervisory staff and reduced errors. Time spent on paperwork has been reduced from 34% to 9.65% at Downfield. This equates to a total reduction of 30 hours. Clerical support will generate further savings as more experience is gained.

Supervisors at Caird Park and Camperdown spent 30% and 34% of their time respectively on paperwork. If the above savings could be replicated in Caird Park and Camperdown, then a total of 90 hours can be released to improve efficiency, etc. Clerical support should be outposted to these offices.

- 6.7.2 There has been no requirement for supervision or cover from the General Section. It was possible to operate without cover because the Assistant Parks Officer at Downfield was prepared to take on some of the Senior Clerical Assistant's duties during her absence, but it is not certain that every Assistant Parks Officer will be prepared or able to do so. Therefore, when the Senior Clerical Assistant is absent, the emergency and priority job orders should be passed to HQ for input, if necessary.
- 6.7.3 All the staff being outposted to the area offices will need to be trained in various aspects of the transferred work. The remaining staff will be required to do a range of clerical work, rather than be specialists in one area. There will be a requirement for training throughout the section. The staff's training needs should be evaluated and a training plan should be established, but that the training should not be carried out until all the systems are available on site.
- 6.7.4 Due to the nature of the work and the degree of autonomy required to be able to undertake clerical/admin work at the area offices, a new job description was required for this post (refer to Appendix 5). Evaluation of the duties indicate that the Senior Clerical Assistant post should be redesignated Administration Assistant and regraded AP1.

## 6.8 Implementation

- 6.8.1 It is recognised that it will not be possible to implement all these proposals simultaneously, but that a plan should be put in place so that staff are identified, trained and brought in as each system or procedure is changed, improved or created. In order to facilitate this it is proposed that an Implementation Group be set up consisting of Leisure and Parks Management, the staff of the sections concerned and staff of other departments as required.

## 7 CONSULTATION

- 7.1 The Chief Executive, Director of Support Services, Director of Finance, Director of Leisure and Parks and the relevant Trade Unions have been consulted on this report.

**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**

J.C. Petrie  
Director of Personnel and Management Services .....

Date.....

**Dundee City Council****Personnel and Management Services Department**  
**Terms of Reference Agreement**

**Department:** Leisure and Parks Department      **Section:** Administration  
**Requested by:** Director of Leisure and Parks      **Date:** 15 February 1999  
**Review Title:** Review the systems, procedures and workload of the Administration Section, including decentralised functions and the role, duties and workload of Parks Supervisors.

**Terms of Reference:**

Measure the administrative/clerical workload of the Administration Section including the decentralised functions to establish staffing requirements both at HQ and decentralised location(s).

Review the operation of decentralised administrative support and establish staffing levels and salary grades.

Review the duties and workload of Parks Supervisors prior to and following the provision of administrative support.

**Objectives:**

To determine whether or not a decentralised administrative support is the best method of delivering such a service and if so, determine the staffing levels and grades of staff required to provide the service. In addition, determine the systems and processes that require to be implemented.

To determine the effect on HQ workload should decentralisation prove to be the preferred method of operation.

To determine the effect of a decentralised service on the workload of the Parks Supervisors.

**Constraints:**

The Director of Personnel and Management Services states that this review will not prohibit or prevent any further reviews or proposals that may arise as a result of the Best Value Regime.

Any costs arising will be met from the Department's budget.

**Signed by Head of Department** \_\_\_\_\_ **Date**

**Prepared by Management Services** 15 February 1999.

**Dundee City Council****Personnel and Management Services Department**  
**Terms of Reference Agreement****Department:** Leisure & Parks Department**Section:** Booking Office**Date of Request:** 25/09/1998**By:** Director of Leisure and  
Parks**Ref. No:** MS0036/98**Review Title:**

Review the systems, procedures and workload of the Booking Office.

**Terms of Reference:**

Examine and evaluate the systems, procedures and administrative/clerical workload of the Section and determine the resources required to undertake it.

**Objectives:**

Identify any changes which will simplify the systems and procedures in place and determine the resources to undertake current and projected work.

**Constraints:**

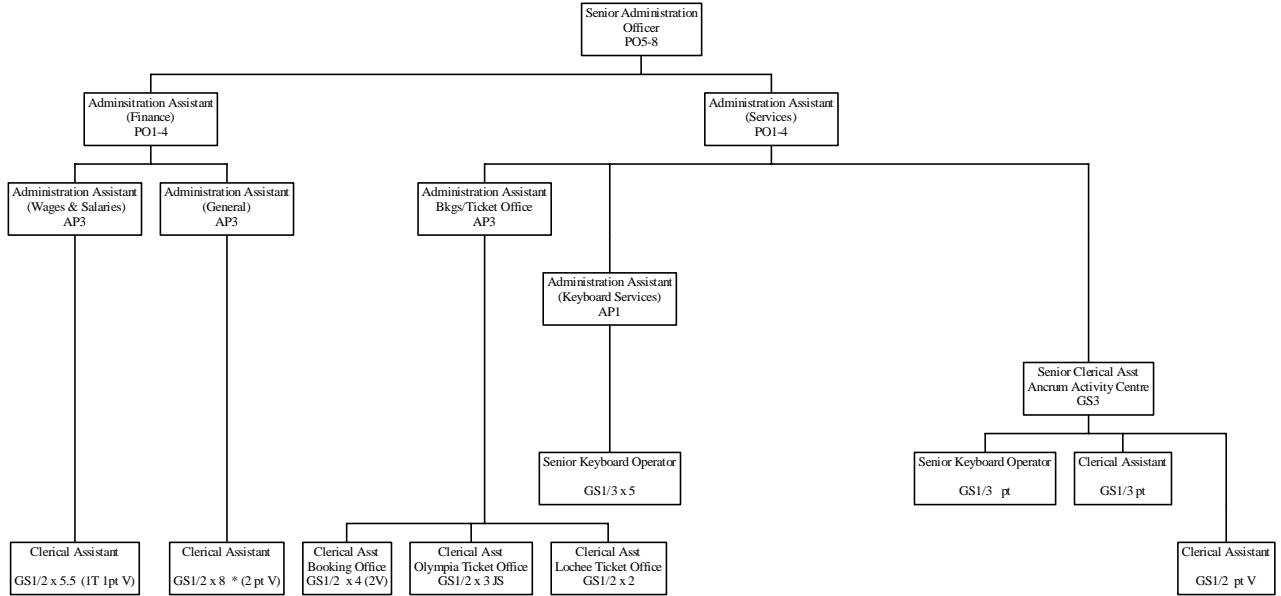
The Director of Personnel and Management Services states that this review will not prohibit or prevent any further reviews or proposals which may arise as a result of the Best Value Regime.

**Date agreed by Department:** \_\_\_\_\_**Signed by Head of Department:** \_\_\_\_\_**Prepared by Management Services:** 28 September 1998.



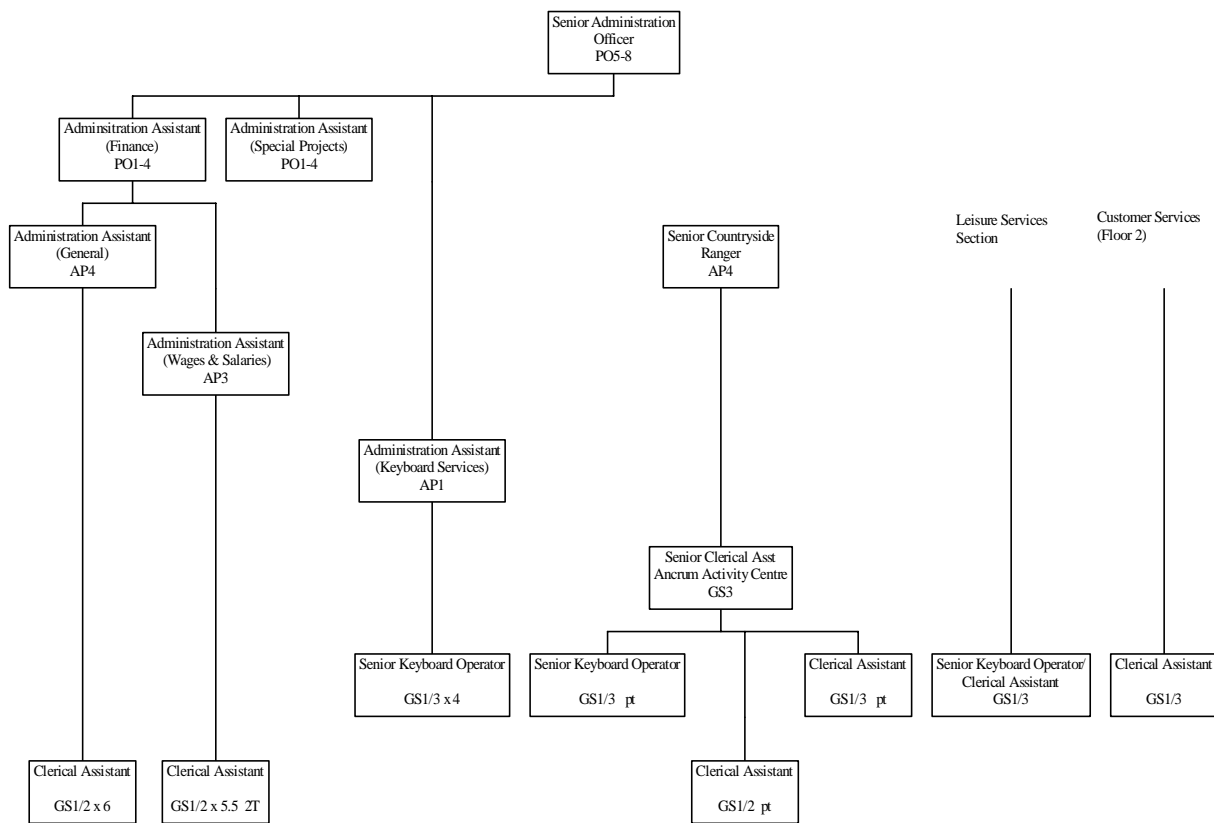
**Appendix 2a**

Leisure and Parks Department Administration Section  
Present Organisational Structure



T denotes temporary post  
 \* denotes one member of staff is temporarily outposted to Downfield Pavilion on higher duty.  
 JS denotes one job shared post  
 V denotes vacant post.

Leisure and Parks Department Administration Section  
Proposed Organisational Structure - Option 1



T denotes temporary post

**JOB DESCRIPTION – LEISURE AND PARKS****IDENTIFICATION**

Post Title:	Senior Administration Officer	Post Ref.:	
Section:	Administration	Grade:	PO5-8
Responsible to:	Leisure & Sports Manager		
Responsible for:	Administration Officers (2) Administration Assistant (Keyboard)		

**JOB PURPOSE**

To organise, co-ordinate and control the administrative and financial functions of the department and to deliver a quality comprehensive, efficient and effective administrative service to the department.

**PRINCIPAL WORKING CONTACTS**

1. Leisure & Sports Manager
2. Administration Officers.
3. Staff of the department and other departments.
4. Outside bodies, other Councils
5. General public

**MAIN DUTIES**

1. Responsible for maintaining, developing and delivering the level and standards of the administration service as agreed through liaison with the Leisure and Sports Manager and the other Section Heads of the department and in accordance with the Plan, Best Value and Department Service Plan.
2. Responsible for the preparation of any necessary reports, returns and statistics, agenda/committee papers and any other relevant management information in accordance with established format and timescales. Carry out any relevant consultation and attend any meetings as required in respect of the above.
3. Responsible for the developing and maintenance of the department's financial systems including those set up for budget monitoring and advise key budget holders in the planning and managing of budgets involving prompt information on budget position and other relevant statistics.
4. Ensure that the aims and objectives of the department's Service Plan are met, in so far as it relates to the postholder's responsibilities.
5. Advise and assist Senior Officers in respect of future developments of the department and the implementation of any strategic improvement plans associated with the department.

6. Responsible for the compliance with all the Council's standing orders, departmental/Council rules, regulations, policies and procedures and as required take an active role in any new schemes adopted by the Council.
7. Ensure that financial information is available to senior staff as necessary for the smooth management and running of the department.
8. Establish training for staff based on Training Needs Analysis procedures and in conjunction with the Training Officer.
9. Responsible for the supervision of the Administration Officers and the Administration Assistant (Keyboard) including the selection, allocation and monitoring of work, monitoring of work performance, identification of training needs and maintenance of discipline.
10. Assist and where delegated lead the Department in respect of the management and development of initiatives including the Quota system, Leisure Access card and IT introduction into the Department all in the furtherance of the efficient and effective service delivery within the department.
11. Contribute to the Service Plan and lead the monitoring and reporting of Performance Indicators and other relevant duties.
12. Ensure through consultation, preparation of essential documentation within the Department as required, including the preparation of annual estimates and changes, opening hours for facilities and communicate any data and information effectively.

## **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.

**JOB DESCRIPTION – LEISURE AND PARKS****IDENTIFICATION**

Post Title:	Administration Officer (Finance)	Post Ref.:	
Section:	Administration	Grade:	PO1-4
Responsible to:	Senior Administration Officer		
Responsible for:	Administration Assistant (Wages)		
	Administration Assistant (General)		

**JOB PURPOSE**

To assist in the co-ordination and control of the administrative and financial functions of the department with particular relation to salaries/wages, invoicing/ordering, cemeteries and booking of facilities.

**PRINCIPAL WORKING CONTACTS**

1. Senior Administration Officer.
2. Administration Assistants.
3. Staff of the department and other departments.
4. Outside bodies, other Councils.
5. General public.

**MAIN DUTIES**

1. Liaise with section heads of the department regarding the standard of services to be provided. Ensure that standards are maintained and developed in line with the Plan, Best Value and Departmental Service Plan.
2. Ensure the preparation of any necessary reports, returns and statistics, agenda/committee papers and any other relevant management information in accordance with established format and timescales and carry out any relevant consultation and attend any meeting as required in respect of above.
3. Assist in the production of regular and one-off budget/expenditure position statements for respective officers and provide advice and guidance to budget holders on budget planning and management.
4. Ensure there is compliance with all the Council's standing orders, departmental/Council rules, regulations, policies and procedures and as required, take an active role in any new schemes adopted by the Council.
5. Establish training plans based on training needs analysis procedures and in conjunction with the Training Officer.
6. Responsible for the supervision of Administration Assistants including selection, allocation and monitoring of work, monitoring of work performance and maintenance of discipline.

7. Ensure that an efficient and effective salaries and wages, including bonus, service is delivered within presented timescales and undertake evaluation and development of this service in line with continuous improvement.
8. Ensure that a co-ordinated and efficient ordering and invoicing service is delivered and developed.
9. Ensure the delivery of an efficient and effective booking and reception service.
10. Overall responsibility for the organisation of the sale and recording of cemetery lairs and to advise the Leisure & Sports Manager in relation to burial charges and development of new burial initiatives.

### **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.

**DUNDEE CITY COUNCIL****Appendix 5****JOB DESCRIPTION – LEISURE AND PARKS DEPARTMENT****IDENTIFICATION**

Post Title:	Administration Officer (Special Projects)	Post Ref.:
Section:	Administration	Grade: PO1-4
Responsible to:	Senior Administration Officer	
Responsible for:	N/A	

**JOB PURPOSE**

Assist with the co-ordination and control of the administrative, IT and financial functions of the department through the establishment and development of systems and procedures. Undertake specific projects to increase the efficiency of the department.

**PRINCIPAL WORKING CONTACTS**

1. Senior Administration Officer.
2. Staff of the department and other departments.
3. Outside bodies, other Councils.
4. General public.

**MAIN DUTIES**

1. Liaise with section heads and customers of the department regarding the standard of services to be provided.
2. Ensure that departmental systems and procedures are in line with the Council Plan, Best Value and the Departmental Service Plan.
3. Ensure the preparation of any necessary reports, returns and statistics, Agenda and Committee papers and any other relevant management information in accordance with established format and timescales.
4. Carry out any consultation needed in order to improve the department's operation and attend any meetings as required.
5. Carry out audits of procedures and processes and ensure the implementation of recommendations.
6. Ensure that any necessary training as a result of changes to systems and procedures is identified and progressed within suitable timescales.
7. Ensure compliance with all the Council's standing orders, departmental and Council rules, regulations, policies and procedures.
8. Take an active role in developing new projects, systems and procedures to improve the efficiency of the department.
9. Co-ordinate and develop projects as they are assigned.

10. Assist the Senior Administration Officer in the development of all systems and procedures.
11. As required, provide advice and guidance to staff.

### **OTHER DUTIES**

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**DUNDEE CITY COUNCIL****JOB DESCRIPTION – LEISURE AND PARKS DEPARTMENT****IDENTIFICATION**

Post Title:	Administration Assistant (General)	Post Ref.:	
Section:	Administration	Grade:	AP4
Responsible to:	Administration Officer (Finance)		
Responsible for:	Clerical Assistants (6)		

**JOB PURPOSE**

To ensure the efficient and effective administration of accounts, cemeteries, purchasing, stock, ordering/billing and booking service.

**PRINCIPAL WORKING CONTACTS**

1. Administration Officer (Finance)
2. Staff of the department and other departments.
3. Outside bodies, other Councils
4. General public

**MAIN DUTIES**

1. Develop and maintain the accounts, purchasing, cemeteries and booking systems.
2. Assist in the development of the stock and ordering/billing service.
3. Ensure all necessary documentation relating to the section's functions are processed within agreed time limits.
4. Ensure the provision of a general reception and telephone service.
5. Ensure all section activities relating to cash are dealt with in accordance with current departmental procedures.
6. Ensure appropriate consultation with relevant users with regard to block bookings and special events.
7. As required, liaise with the Administration Officer (Special Projects) in order to assist in the development and improvement of systems and procedures.
8. Ensure that staff are fully trained in all the functions of the section.
9. Responsible for prompt and accurate processing of all departmental insurance claims.
10. Consult appropriate officers on Nursery Stock requirements, order as appropriate, and ensure departmental procedures are adhered to and quality standards met.

11. Organise the department's library provision as required.
12. Provide estimates of property costs for Annual Revenue Estimates and other reports, as necessary.
13. Monitor and reconcile various departmental reports and returns.
14. Ensure all departmental tendering operations are conducted in accordance with current policies and procedures.
15. Provide advice and assistance to officers in connection with the section's remit and any special project work.
16. Ensure compliance with the requirements of the Data Protection Act in relation to the work of the section.
17. Establish training plans for staff based on training needs analysis procedures and in conjunction with the Training Officer.
18. Supervise clerical staff, including selection, allocation and monitoring of work, monitoring of work performance and the maintenance of discipline.

#### **OTHER DUTIES**

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**DUNDEE CITY COUNCIL****JOB DESCRIPTION – DEPARTMENT****IDENTIFICATION**

Post Title:	Administration Assistant	Post Ref.:	
Section:	East/West/Camperdown Areas	Grade:	AP1
Responsible to:	Parks Officer/Country Park Officer		
Responsible for:	N/A		

**JOB PURPOSE**

Provide an efficient and effective clerical/administrative service to the staff of the Area Offices in accordance with departmental administrative policies and procedures.

**PRINCIPAL WORKING CONTACTS**

1. Parks Officer/Country Park Officer
2. Parks Supervisors/Country Park Supervisor
3. Senior Administration Officer
4. General public
5. Staff of the department and other departments
6. Outside bodies, other councils, councillors

**MAIN DUTIES**

1. Input all work orders, including the processing of any amendments and complete the jobs off the system.
2. Monitor all weekly and cyclical work, bringing any overdue work to the attention of the Supervisors.
3. Input purchase orders and subsequently process them for payment.
4. Collate, record and amend documentation and computerised systems relating to the Garden Maintenance Scheme.
5. Deal with general telephone enquiries and direct calls to appropriate staff as required;
6. Record any complaints received and forward to relevant staff for action.
7. Gather daily bonus information and enter into monitoring system, advising Supervisors of any over or under claims and completions as appropriate.
8. Assist in the production of weekly rotas for relief staff.
9. Maintain playground check sheets and advise Supervisors when areas are due for inspection.

10. As required, produce cost estimates from the system.
11. As required, take minutes of meetings and ensure they are typed and distributed.
12. Ensure the maintenance of effective filing and distribution systems.
13. Ensure the maintenance of diaries and distribute details of events and burials.
14. Maintain all personnel, Health and Safety, COSHH and Risk Assessment records for each area.
15. May be required to work at any of the department's offices.

### **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.

**DUNDEE CITY COUNCIL****JOB DESCRIPTION – LEISURE AND PARKS DEPARTMENT****IDENTIFICATION**

Post Title:	Senior Keyboard Operator/ Clerical Assistant	Post Ref.:	
Section:	Leisure Services	Grade:	GS1/3
Responsible to:	Leisure Services Manager		
Responsible for:	N/A		

**JOB PURPOSE**

To operate word-processing equipment and process efficiently any and all secretarial, typing etc. work which is allocated to the postholder. Also to assist in the provision of an efficient clerical service to the Leisure Services Section.

**PRINCIPAL WORKING CONTACTS**

1. Leisure Services Manager for day-to-day supervision.
2. Administrative Assistant (Keyboards) for holiday allocation, etc.
3. Staff of the department and other departments
4. Outside bodies and other councils
5. General public

**MAIN DUTIES**

1. Using the equipment provided, process all work received into printed form by translating from manuscript, shorthand or audio dictation.
2. Attend meetings as required and record minutes.
3. Arrange appointments, travel arrangements and maintain diary.
4. As required, receive mail, open and distribute and prepare outgoing internal and external mail.
5. Ensure that any necessary reports, returns, statistics, committee papers etc. are prepared as required.
6. As required, ensure the recording of complaints, suggestions and Customer Service Awards on computer.
7. Provide the appropriate level of clerical assistance to the section as required.
8. As required input data to any of the department's computerised systems.

9. Maintain all necessary records, ensuring that files, reference documents, security, working discs and procedure manuals are kept up to date in line with the current Data Protection legislation.
10. As required, maintain stationery requirements.
11. As required, deal with personal and telephone callers to the office.

#### **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.

**DUNDEE CITY COUNCIL****JOB DESCRIPTION – LEISURE AND PARKS DEPARTMENT****IDENTIFICATION**

Post Title:	Clerical Assistant	Post Ref.:	
Section:	Administration	Grade:	GS1/2
Responsible to:	Administration Assistant (General)		
Responsible for:	N/A		

**JOB PURPOSE**

To assist in the prompt and accurate processing of all records relating to cemeteries, accounts, purchasing, stock, ordering/billing and the provision of an efficient booking service to the department.

**PRINCIPAL WORKING CONTACTS**

1. Administration Officer (General)
2. Staff of the department and other departments
3. Outside bodies and other councils
4. General public

**MAIN DUTIES**

1. Collect all necessary information and undertake the processing of orders, invoices and accounts in line with the department's procedures.
2. Undertake all necessary procedures for the provision of funerals.
3. As required deal with enquiries about archived departmental burial records.
4. Process, maintain and update records relating to departmental stock.
5. Reconcile sports, vending and bookings cash and complete related documentation within set timescales.
6. Collect and process all necessary information and documentation in relation to garden allotments.
7. Process all written requests for block bookings and special events in consultation with appropriate officers.
8. As required input data to any of the department's computerised systems.
9. Assist with financial returns, estimates, admission charges and related duties as required.

10. Operate the departmental imprest and petty cash systems and complete monthly income statements.
11. Assist in the maintenance of the department's library system.
12. Check fuel and oil issues and process through the computer system.
13. Maintain records and process any documentation relating to the vehicles and plant.
14. Maintain the department's stationery requirements.
15. Assist with the processing of all departmental insurance claims.
16. Provide a reception service to the department.
17. May be required to work at any of the department's offices.

#### **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.



## Appendix 10

<b>Leisure and Parks Department</b>									
<b>Administration Section Financial Implications</b>									
Post Title	Grade	SCP	Hours	Salary Scale	Cost	Present Posts	Proposed Posts	Savings	Cost
Senior Administration Officer	PO5-8		42	£27,576	£32,661.60	1	1	£0.00	£0.00
Administration Officer (Finance)	PO1-4		38	£24,735	£29,252.40	1	1	£0.00	£0.00
Administration Officer (Services)	PO1-4		38	£24,735	£29,252.40	1	0	£29,252.40	£0.00
Administration Officer (Special Projects)	PO1-4		38	£24,735	£29,252.40	0	1	£0.00	£29,252.40
Administration Assistant (Wages/Salaries)	AP3		26	£17,277	£20,302.80	1	1	£0.00	£0.00
Administration Assistant (General)	AP3		26	£17,277	£20,302.80	1	0	£20,302.80	£0.00
Administration Assistant (Booking Office)	AP3		26	£17,277	£20,302.80	1	0	£20,302.80	£0.00
Administration Assistant (General)	AP4		30	£19,803	£23,334.00	0	1	£0.00	£23,334.00
Administration Assistant (Keyboard Services)	AP1		18	£13,707	£16,018.80	1	1	£0.00	£0.00
Administration Assistant (Area Offices)	AP1		16	£13,083	£15,270.00	0	3	£0.00	£45,810.00
Senior Keyboard Operator	GS1/3		15	£12,780	£14,906.40	5	4	£14,906.40	£0.00
Senior Keyboard Operator (Anrum)	GS1/3		15	£12,780	£7,860.13	1	1	£0.00	£0.00
Senior Clerical Assistant (Leisure Services)	GS1/3		15	£12,780	£14,906.40	0	1	£0.00	£14,906.40
Senior Clerical Assistant (Anrum)	GS3		15	£12,780	£14,906.40	1	1	£0.00	£0.00
Clerical Assistant (Anrum)	GS1/3		15	£12,780	£7,860.13	1	1	£0.00	£0.00
Clerical Assistant (Customer Services)	GS1/3		13	£12,255	£14,276.40	0	1	£0.00	£14,276.40
Clerical Assistant (General)	GS1/2		12	£12,039	£14,017.20	7	3	£56,068.80	£0.00
Clerical Assistant (General) (Vacant)	GS1/2		7	£10,203	£6,188.56	2	0	£12,377.12	£0.00
Clerical Assistant (Booking Office)	GS1/2		12	£12,039	£14,017.20	2	2	£0.00	£0.00
Clerical Assistant (Booking Office) (Vacant)	GS1/2		7	£10,203	£11,814.00	2	0	£23,628.00	£0.00
Clerical Assistant (Ticket Office, Olympia)	GS1/2		12	£12,039	£14,017.20	3	3	£0.00	£0.00
Clerical Assistant (Ticket Office, Lochee)	GS1/2		12	£12,039	£14,017.20	2	2	£0.00	£0.00
Clerical Assistant (Wages)	GS1/2		12	£12,039	£14,017.20	4	4	£0.00	£0.00
Clerical Assistant (Wages)	GS1/2		7	£10,203	£11,814.00	1	1	£0.00	£0.00
Clerical Assistant (Wages)	GS1/2		3	£8,913	£5,351.81	1	1	£0.00	£0.00
Clerical Assistant (Anrum)	GS1/2		3	£8,913	£3,202.90	1	1	£0.00	£0.00
<b>Total</b>					£419,123.13	40	35	£176,838.32	£127,579.20
								<b>Saving</b>	<b>£49,259</b>