

To: PLANNING & ENVIRONMENT COMMITTEE	Subject: Policy & Economic Development Contract Staffing Requirements.	
From: DIRECTOR OF PLANNING & ENVIRONMENT		
Date: 20 March 2002	Ref: Rep833	

1 Purpose of Report

1.1 This report details the growth in the delivery of the Environment Task Force Contract and seeks approval for changes to the staffing structure to improve efficiency in the delivery of the contract.

2 New Deal Environment Task Force - Background

2.1 The changing nature of Economic Development work in Scotland has resulted in the Council becoming directly involved in the delivery of services under the New Deal. Since August 1998 North Lanarkshire Council has been responsible, on a contractual basis for the delivery of the Environment Task Force option of the New Deal to Employment Service.

Table 1 below outlines the growth of this contract over the last 3 years.

<i>Year</i>	<i>No. of Participants</i>	<i>No of Projects</i>	<i>No. of Providers</i>	<i>Leavers into employment</i>	<i>ES Income</i>
<i>August 1998 March 1999</i>	136	15	9	14%	£375,574.58
<i>April 1999 March 2000</i>	520	15	11	19%	£998,663.08
<i>April 2000 March 2001</i>	539	22	13	21%	£1,295,840.62
<i>April 2001 Jan 2002</i>	365	26	14	40%	£1,013,056.82

2.2 The Council has been awarded a continuation of the contract up to 31st March 2003 and while Employment Services are very pleased with the Council's performance in the delivery of the contract to date, the new contract requires an improved performance in job outcome rates. The Council are required to raise this rate from 40% currently to 45%. This will require a concentration on: -

- Better quality projects/job placements.
- Enhanced support to individuals and training providers.
- Improvements to job search activity and wider training.

2.3 While the contract to date has been awarded on an annual basis it is proposed that from 1st April 2003 the contract will be awarded for a 3-year period. To ensure that the Council is best placed to secure the

contract beyond April 2003 it is proposed to change the structure of the existing ETF team to reflect the current requirements of the contract and to address some of the weaknesses in the contract delivery that have been experienced in the last year. These changes will enable greater emphasis to be placed on the development and delivery of new projects under ETF, increasing the number and quality of projects thereby achieving the increased job outcome rate.

3 Contract Activity

3.1 While the delivery of the ETF contract does not generate a huge surplus for the Council, it does generate an income, which is recycled into the project and is used to lever external funding to facilitate project development. Delivering this contract has enabled the Council to link the ETF to a range of Council priorities e.g. community safety through the Safer Homes project, wider community capacity building through projects like Glenboig Country Park and to achieve the Council's social justice targets.

Appendix 1 to this report details the level of project activity in the last year.

3.2 As can be seen from both table 1 and appendix 1 the performance of the ETF contract has improved over the contract life, as has the level of project development activity. The Council is now recognised as being at the forefront of ILM development with Council departments and wider partnership activity e.g. the Community Safety Partnership.

3.3 However there are a number of issues which have to be addressed as a result of a hugely increasing workload over the last 12 months and inadequate resources to operate as efficiently as is required. These issues include: -

1. An over reliance of overtime and weekend working to fulfil contract requirements.
2. An increasing administrative burden around securing external funding, providing adequate monitoring and evaluation procedures.
3. Ongoing delays in meeting deadlines for submitting European claims.
4. Experiencing difficulties in maintaining the level of compliance visits with external contractors.
5. Increased contract-letting responsibilities, tendering compliance etc.
6. Restricted capacity in leveraging external funding.
7. Inability to fully market ILM opportunities and 'good news' stories.

4 Structures

4.1 In order to improve the efficient and effective working of the Environment Task Force team it is proposed to restructure the team to reflect the Contractual nature of the delivery and to split the responsibilities for existing project delivery and future project development.

The current ETF staffing structure consists of: -

- Economic Development Officer (AP5/PO6) – Non dedicated post with additional responsibilities.
- ETF Co-ordinator (AP4) – Dedicated post contracted to March 2002.
- 2 x Admin assistant (AP1) – Dedicated posts contracted to March 2002.

4.2 In order to effectively deliver the ETF contract from 1st April 2002, and to address the requirements for the wider strategic development of not only the Environment Task Force but also New Deal related contracts the following structure is proposed: -

Contracts Manager (PO6)

New dedicated post with responsibility for the management and delivery of all aspects of the ETF contract and associated contracts.

ETF Project Co-ordinator (AP5/PO2)

Dedicated post with clear responsibility for all aspects of provider liaison including monitoring and health and safety. Additional responsibility for assisting in the implementation of new projects and managing the Client Tracking systems.

ETF Development Co-ordinator (AP5/PO2)

Dedicated post with assigned responsibility for managing all aspects of the development of new projects and improved partnership working in order to maximise the opportunities available through ETF and associated New Deal initiatives.

ETF Project Assistant (AP1/3)

Dedicated post with assigned responsibility for managing all administrative aspects of the ETF Financial Systems, Claims procedures and Tracking systems. This post will work closely with and provide support to the ETF Project Co-ordinator.

Job descriptions for these posts are attached at Appendix 2 of this report.

With regards to the existing structure it is proposed that:-

- The Economic Development Officer post be transferred into the External Contracts team, in effect suspended for the life of the ETF contract thereafter it will return to a mainstream AP5-PO6 Economic Development Officer post. This enables the funding for the existing post to be used to part-fund the Contracts Manager post.
- The post of ETF Co-ordinator (AP4) be deleted from the structure.
- The 2 posts of Administration Assistant (AP1) attached to the ETF team be deleted from the structure.

This will enable the creation of 4 new posts as detailed in paragraph 4.2 of this report.

4.3 While the delivery of ETF is a relatively recent development within Local Authorities and each has structured their delivery mechanism differently the Department has consulted widely in arriving at this proposed new structure

4.4 In addition to the above structure, other staff members within the Policy & Economic Development Service will assist in the delivery of ETF, particularly in relation to marketing and clerical support.

Further it is intended to incorporate all ETF related work into this wider team including the Safer Homes Project which is a dedicated ETF project funded through ESF Objective 3.

4.5 In line with this change of structure it is proposed to redesignate this team as the External Contracts Team which will enable flexibility to secure additional contractual work should it occur, and will more accurately reflect the duties of the team.

The 'Contracts' Team will consist of three key elements of activity.

The Environment Task Force

Based on the previous year the projected turnover for 2002/03 will be circa £1.2M with an anticipated operational surplus of at least £160k. The majority of staff costs are derived from this budget.

The Safer Homes Project

Although complex in its funding the Safer Homes Project has a budget of in excess of £400k in 2002 and nearer £500k from 2003. The current staffing element consists of a Safer Homes Development Officer and is funded exclusively from the Safer Homes budget.

Capital Contracts

Throughout 2001/02 two capital contracts were issued by the current ETF team equating to over £330k. A further contract was the linked to ETF in Glenboig worth over £300k.

It is proposed that the 2 Admin Assistant post holders revert back to their substantive posts within the Department after the 30th April with a view to replacing them with a single ETF Project Assistant in the new structure. This reflects the changing nature of the work within the team.

5 Management Arrangements

5.1 Currently the ETF team is managed by the Services to People Team Leader (PO9) with day to day responsibility being undertaken by an Economic Development Officer (AP5/PO6) who was allocated to undertake these duties when the contract was first awarded in 1998. Within the proposed new structure it is intended that this post should become a dedicated post undertaking only Contract Management duties concentrating on the efficient development, implementation and delivery of New Deal contracts and associated projects and physical works. The post holder will be responsible for the initiation and implementation of physical environmental improvement contracts with other council departments and external partners. This is currently running at between 3-6 large scale projects at any one time. Further the post holder will be responsible for the Safer Homes Project, its current delivery in the SIP and Better Neighbourhood Services area and its ongoing development to engage in new areas in North Lanarkshire. This represents a complex and diverse workload focusing on strong partnership working and negotiation and financial management responsibilities.

It is proposed that the Contracts Manager will report directly to the Economic Development Manager (PO14).

5.2 It is proposed to grade this post at PO6, which is commensurate with the range of responsibilities including extensive budget management. This post will revert back to AP5/PO6 on completion of the *ETF* contract.

6 Financial Implications

6.1 The financial implications of the proposed new structure are detailed below. The additional costs of £14,000 can be met in full from the surplus generated from the contract income therefore there will be no impact on the Department's staffing budget.

Staffing	Grade	Ave. Cost	Funding
<u>Current</u>			
Economic Development Officer	AP5/PO6	27,000.00	Mainline
Project Co-ordinator	AP4	24,000.00	ETF
SH Development Officer	PO2	27,000.00	Safer Homes
Admin Assistant	AP1	16,000.00	ETF
Admin Assistant	AP1	16,000.00	ETF
Total Annual Cost		£110,000.00	
<u>Proposed</u>			
Contracts Manager	PO6	31,000.00	Mainline/ETF
ETF Project Co-ordinator	AP5/PO2	25,000.00	ETF
ETF Development Co-ordinator	AP5/PO2	25,000.00	ETF
SH Development Officer	PO2	27,000.00	Safer Homes
ETF Project Assistant	AP1/3	16,000.00	ETF
Total Annual Cost		£124,000.00	
Annual Additional Cost		£14,000.00	

7 Conclusion

7.1 In conclusion the current staffing structure is inadequate to meet the current activity levels and future demands of this contract. The establishment of a Contracts team provides a real opportunity to build on the success of the ETF to date and achieve future developments around the following areas of activity: -

- Extend ETF ILM projects into construction training.
- Build better links with the Council's Capital programme.
- Build better links and achieve joint project development around the Council's PPP partners.

- Create new projects to enhance the Council's New Deal performance.
- Improve ETF income as leverage across a range of External funding opportunities.

8 Implementation

- 8.1 It is intended that these changes should be implemented as soon as possible with all posts being filled for the life of the ETF contract, until 31st March 2003.
- 8.2 These posts will be filled in accordance with guidance from Personnel Services.

8 Recommendation

It is recommended that Committee approve the creation of an External Contracts Team within the Planning & Environment Department as outlined in this report and :-

- i) Approve the appointment of a Contracts Manager (PO6) until 31st March 2003 and;
- ii) Approve the appointment of an ETF Project Co-ordinator (AP5/PO2) until 31st March 2003 and;
- iii) Approve the appointment of an ETF Development Co-ordinator (AP5/PO2) until 31st March 2003 and;
- iv) Approve the appointment of an ETF Project Assistant (AP1/3) until 31st March 2003 and;
- v) Note that the additional staffing costs will be met from the income the Council derives from the delivery of the ETF contract and;
- vi) Remit this report to the Policy & Resources (Personnel) Sub-Committee.



David M Porch
Director of Planning and Environment

For further information contact Maureen McConachie, Service Manager – Policy & Economic Development, Tel 01236 616266

Date of Report 26th February 2002.

Name	Details / Lead Dept	No of Places	Location	Duration	Status
Safer Homes Project (SIPAreas)	<ul style="list-style-type: none"> • Dept of Planning & Environment. • Home Safety/Security. • Audits & Installation. 	10	Motherwell Coatbridge	52 weeks	Ongoing
Safer Homes Project (BNSF Areas)	<ul style="list-style-type: none"> • Dept of Planning & Environment. • Home Safety/Security. • Audits & Installation. 	10	North Airdrie South Wishaw	52 weeks	Planned
Arborcultural Project	<ul style="list-style-type: none"> • Community Services Dept. • Specialist Landscaping. 	10	Cumbernauld Wishaw	26 weeks	Ongoing
Greenkeeping Project	<ul style="list-style-type: none"> • Community Services Dept. • Specialist Landscaping. 	2	Coatbridge	26 weeks	Ongoing
Local Environment Action Squads	<ul style="list-style-type: none"> • Community Services Dept. • General Landscaping 	10	Cumbernauld	26 weeks	Ongoing
Cumbernauld Environment Enhancement Project Phase 1	<ul style="list-style-type: none"> • Dept of Planning & Environment. • Landscaping & General Building. 	4	Cumbernauld	26 weeks	Completed
Cumbernauld Environment Enhancement Project Phase 2	<ul style="list-style-type: none"> • Dept of Planning & Environment. • Landscaping & General Building. 	4	Cumbernauld	26 weeks	Ongoing
Muirhouse Project	<ul style="list-style-type: none"> • Housing & Property Services Department. • Landscaping & General Building. 	6	Motherwell	26 weeks	Completed
Glenboig Village Park	<ul style="list-style-type: none"> • NLC funded Community Project. • Delivered by Stewart Landscapes. • Landscaping & General Building. 	6	Glenboig	26 weeks	Ongoing
Petersburn Estate Management Initiative	<ul style="list-style-type: none"> • NLC funded. • Delivered by Prospects Limited. • Landscaping & General Building. 	10	Airdrie	26 weeks	Ongoing
Warm Deal Programme	<ul style="list-style-type: none"> • Dept of Planning & Environment. • Housing & Property Services Department. • Energy Efficiency. 	Up to 27	Various	26 weeks	Ongoing
Mavisbank Special Needs School Project	<ul style="list-style-type: none"> • Dept of Planning & Environment. • Landscaping & General Building. 	Up to 4.	Airdrie	26 weeks	Planned

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NORTH LANARKSHIRE COUNCIL

JOB DESCRIPTION

Department: Planning and Environment
Division: Policy & Economic Development Service
Post Title: Contracts Manager (Temp until 31st March 2003)
Post Grade: PO6
Responsible to: Team Leader - Services to People
Location: Cumbernauld
Conditions of Service: SJC

Job Outline

To manage and monitor all aspects of the New Deal 18 – 24 Environment Task Force contract for Lanarkshire and the Intermediate Labour Market initiatives within North Lanarkshire.

Main Duties and Responsibilities

1. To manage, motivate and develop the External Contracts Team staff in line with the Councils' personnel policies.
2. To manage the Councils' external contracts and budgets, and develop contractual arrangements with other public agencies, Intermediaries and the private sector to deliver elements of the contract.
3. To ensure that the Council's Standing Orders and Financial Regulations are adhered to and to exercise such functions as are delegated in writing by the Director of Planning and Environment or his nominated representative.
4. To ensure that the Councils' expenditure in supporting the unemployed is maximised wherever possible in conjunction with partner funding and external resources (ESF, Lottery etc).
5. To maintain clear, accurate, up to date and accountable financial records of all operational aspects of contract delivery and to provide monthly reports for management.
6. To represent the Council on the Lanarkshire New Deal Operational Partnership, contributing positively and innovatively to the development of the Partnership.
7. To assist and advise the Council on relevant Welfare To Work Policies.
8. To maintain a close working relationship with the Employment Service and Sub-Contractors, and to liaise on areas of improvement.
9. To implement review mechanisms to focus the activity of the contracts and devise workable solutions and contingency measures.

10. To monitor both the performance and cost effectiveness of the sub-contractors and the quality of the service provided.
11. To maximise the leverage of the Council's and partner organisations capital programmes in order to support Social Inclusion policies.

Environment Task Force

12. To identify a range of Placements for New Deal clients opting for the ETF option and to liaise with the Employment Service in ensuring that the quality, attractiveness, and location of projects are matched to the needs of the clients.
13. To provide information regarding the ETF options to interested participants and to generally market the benefits of the option.
14. To ensure the environmental benefits of the work carried out or opportunities offered and to monitor progress against specific and measurable objectives where possible.
15. To ensure that placements are delivered in a safe and healthy environment and that participants receive necessary training and equipment to ensure that this is the case.
16. To provide necessary and appropriate support to participants including adequate supervision and leadership.
17. To take responsibility for the management of the administration of the ETF and to ensure all work is carried out to a high standard. These responsibilities include:
 - (i) Maintaining attendance records and progress records.
 - (ii) Advising, informing and liaising with the Employment Service regarding all administrative aspects.
 - (iii) Maintaining accurate and up to date financial records in accordance with Council's Standing Orders and Financial Regulations.
 - (iv) Making all necessary claims and payments in a timeous manner.
 - (v) Ensuring that all audit requirements are met.
 - (vi) Monitoring the progress of the Option, individual development of participants and environmental outputs and benefits.
 - (vii) Facilitating access by monitoring staff, auditors and others at the Employment Service's request.
18. To ensure that all sub-contractors work to the same quality standards and aims.
19. To develop good relationships with the Employment Service, other Council Departments, Sub-Contractors, Work Placements and other appropriate Agencies and to work closely with others involved in the delivery of the New Deal.
20. To ensure that the Environment Task Force makes a positive contribution to equal opportunities.
21. To prepare periodic reports to the relevant Council committees on the progress of the Environment Task Force.
22. To secure, wherever possible additional/alternative sources of funding for projects and placements to compliment the New Deal Funding.
23. To set up and maintain appropriate Information Technology systems needed to ensure delivery of the ETF contract.

24. To represent the Policy & Economic Development Service, Planning & Environment Department and the Council, as appropriate at liaison, progress and operational meetings as well as other partnership, public and joint working meetings as required.
25. To prepare reports on appropriate items to the relevant Committee and Sub-Committee as required.
26. To exercise such functions as are delegated by the Council or in writing by the Director of Planning and Environment or his nominated representative.
27. To ensure that the Council's Standing Orders, Financial Regulations and Scheme of Delegation Financial Management Responsibilities are adhered to.
28. To represent the Director of Planning & Environment on such bodies as may from time to time be stipulated.
29. To represent the Council at conferences, seminars, working parties, and public enquiries.
30. To ensure that employees and / or any outside bodies under his / her control comply with the Department's, or their own Health & Safety at Work procedures and any relevant legislation and to ensure that safe systems of work are used at all times.
31. To carry out such duties and responsibilities as are required from time to time by the Director of Planning and Environment.

This job outline is intended to indicate the broad range of responsibilities and requirements of the post. It is neither exhaustive nor exclusive but, while some variation can be expected in particular duties, the outline is considered to provide a reasonable general description of the post.

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NORTH LANARKSHIRE COUNCIL

JOB DESCRIPTION

Department	:	Planning & Environment
Division	:	Policy & Economic Development Service
Post Title	:	ETF Development Co-ordinator (Temporary until 31 st March 2003)
Post Grade	:	AP5/PO2
Responsible To	:	Contracts Manager
Location	:	Cumbernauld
Conditions of Service	:	SJC

Job Outline

To assist in the development and co-ordination of the Councils response to the delivery of the Environment Task Force within Lanarkshire.

Main Duties and Responsibilities

1. To assist in the management and implementation of the Environment Task Force in Lanarkshire with particular responsibility for the effective development and implementation of a range of projects.
2. To liaise with placement providers concerning the operation of the Environment Task Force and investigate further opportunities.
3. To assist in maximising the leverage of the Council's and partner organisations capital programmes in order to support Social Inclusion policies.
4. To manage budgets in an effective and efficient manner ensuring the optimisation of external funding and the appropriate level of expenditure against each project is achieved.
5. To develop good relationships with the Employment Service, other Council Departments, Sub-Contractors, Work Placements and other appropriate Agencies and to work closely with others involved in the delivery of the New Deal.
6. Monitoring of sub-contractors administrative systems and their training, job search and support activities.
7. Production of ETF information newsletter for distribution to Gateway participants, personal advisors and other relevant parties.
8. Provision of statistical reports to both Employment Service and management on a monthly basis.
9. To liaise with Employment Service New Deal support team and attend the Operational Partnership

meetings as directed by management.

10. To prepare reports on appropriate items to the relevant Committee and Sub-Committee as required.
11. To exercise such functions as are delegated by the Council or in writing by the Director of Planning and Environment or his nominated representative.
12. To ensure that the Council's Standing Orders, Financial Regulations and Scheme of Delegation Financial Management Responsibilities are adhered to.
13. To represent the Director of Planning & Environment on such bodies as may from time to time be stipulated.
14. To represent the Council at conferences, seminars, working parties, and public enquiries.
15. To ensure that employees and / or any outside bodies under his / her control comply with the Department's, or their own Health & Safety at Work procedures and any relevant legislation and to ensure that safe systems of work are used at all times.
16. To carry out such duties and responsibilities as are required from time to time by the Director of Planning and Environment.

This job outline is intended to indicate the broad range of responsibilities and requirements of the post. It is neither exhaustive nor exclusive but, while some variation can be expected in particular duties, the outline is considered to provide a reasonable general description of the post.

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NORTH LANARKSHIRE COUNCIL

JOB DESCRIPTION

Department : Planning & Environment
Division : Policy & Economic Development Service
Post Title : ETF Project Co-ordinator (Temporary until 31st March 2003)
Post Grade : AP5/PO2
Responsible To : Contracts Manager
Location : Cumbernauld
Conditions of Service : SJC

Job Outline

To assist in the development and co-ordination of the Councils response to the delivery of the Environment Task Force within Lanarkshire.

Main Duties and Responsibilities

1. To assist in the management and implementation of the Environment Task Force in Lanarkshire with day to day management responsibility for the effective operation of same.
2. To liaise with placement providers concerning the operation of the Environment Task Force and project all project support necessary.
3. Undertake ad-hoc visits to ETF projects to conduct spot checks on procedures, training progress as detailed in the ETF contract.
4. Monitoring of sub-contractors administrative systems and their training, job search and support activities.
5. Production of ETF information newsletter for distribution to Gateway participants, personal advisors and other relevant parties.
6. Provision of statistical reports to both Employment Service and management on a monthly basis.
7. To co-ordinate health and safety appraisals of projects and ensure that Health & Safety audits are carried out on a regular basis.
8. To liaise with Employment Service New Deal support team and attend the Operational Partnership meetings as directed by management.
9. To supervise the workload of the ETF Project Assistant.

10. To assist in the management of the administration of the ETF and to ensure all work is carried out to a high standard. These responsibilities include:
 - (i) Maintaining attendance records and progress records.
 - (ii) Advising, informing and liaising with the Employment Service regarding all administrative aspects.
 - (iii) Maintaining accurate and up to date financial records in accordance with Council's Standing Orders and Financial Regulations.
 - (iv) Making all necessary claims and payments in a timely manner.
 - (v) Ensuring that all audit requirements are met.
 - (vi) Monitoring the progress of the Option, individual development of participants and environmental outputs and benefits.
 - (vii) Facilitating access by monitoring staff, auditors and others at the Employment Service's request.
11. To prepare reports on appropriate items to the relevant Committee and Sub-Committee as required.
12. To exercise such functions as are delegated by the Council or in writing by the Director of Planning and Environment or his nominated representative.
13. To ensure that the Council's Standing Orders, Financial Regulations and Scheme of Delegation Financial Management Responsibilities are adhered to.
14. To represent the Director of Planning & Environment on such bodies as may from time to time be stipulated.
15. To represent the Council at conferences, seminars, working parties, and public enquiries.
16. To ensure that employees and / or any outside bodies under his / her control comply with the Department's, or their own Health & Safety at Work procedures and any relevant legislation and to ensure that safe systems of work are used at all times.
17. To carry out such duties and responsibilities as are required from time to time by the Director of Planning and Environment.

This job outline is intended to indicate the broad range of responsibilities and requirements of the post. It is neither exhaustive nor exclusive but, while some variation can be expected in particular duties, the outline is considered to provide a reasonable general description of the post.

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NORTH LANARKSHIRE COUNCIL

JOB DESCRIPTION

Department: Planning and Environment
Division: Policy and Economic Development Service
Post Title: ETF Project Assistant (Temporary – 31st March 2003)
Post Grade: AP1/3
Responsible to: Contracts Manager
Location: Cumbernauld
Conditions of Service: SJC

Job Outline

To assist in the development and administration of the delivery of the Environment Task Force within Lanarkshire including the Financial systems, Claims procedures and Tracking systems.

Main Duties and Responsibilities

1. To provide assistance to the ETF Project Co-ordinator in all aspects of the delivery of the Environment Task Force Contract:
 - (i) Maintaining attendance records and progress records.
 - (ii) Advising, informing and liaising with the Employment Service regarding all administrative aspects.
 - (iii) Monitoring the progress of the Option, individual development of participants and environmental outputs and benefits.
 - (iv) Facilitating access by monitoring staff, auditors and others at the Employment Service's request.
2. To ensure that the Client tracking system is fully implemented and actively monitored on a weekly basis.
3. To compile and collate accurate monthly statistical returns for submission to Employment Service meeting strict deadlines.
4. To compile and prepare a varied range of weekly/monthly ETF reports contributing as appropriate to Performance Indicators, Committee Reports, and management.
5. To be responsible for the development, implementation and monitoring of Quality Control Systems and to ensure that quality standards are maintained.
6. To visit providers and sub-contractors and provide guidance on the administrative and financial systems and procedures, ensuring the required standards are implemented and maintained.
7. To input data and monitor all aspects of ETF financial systems including budgetary control.
8. To administer the payment of invoices and overseeing the ordering and delivery of goods and services from

external / internal suppliers for the Team in line with budget allocations.

9. To provide regular financial reports on budgetary performance.
10. To be responsible for the reconciliation of the financial systems and monthly Budgetary Control Reports.
11. To be responsible for the verification of monthly claims submitted by Providers for accuracy and continuity, taking appropriate action to resolve variances and reaching a timeous solution.
12. To ensure that monthly claim forms to Employment Service are accurate liasing with payment team to ensure that variances are resolved in a timeous manner.
13. To administer arrangements for meetings including secretarial support for meetings; issuing of agenda and papers, minutes etc; arranging venues and catering etc; ensuring that these are completed on time to a satisfactory standard.
14. To liaise with placement providers concerning the operation of the Environment Task Force.
15. To assist in the production of an ETF information newsletter for distribution to Gateway participants, personal advisors and relevant organisations.
16. To assist in the development of new systems and procedures to ensure effective administration of all services.
17. To liaise within the Department; with other Departments of the Council; the public; and outside bodies and agencies, as required.
18. To ensure that the Council's Standing Orders, Financial Regulations and Scheme of Delegation, Financial Management Responsibilities are adhered to.
19. To ensure that employees and / or any outside bodies under his / her control comply with the Department's, or their own Health & Safety at Work procedures and any relevant legislation and to ensure that safe systems of work are used at all times.
20. To carry out such duties and responsibilities as are required from time to time by the Director of Planning and Environment.

This job outline is intended to indicate the broad range of responsibilities and requirements of the post. It is neither exhaustive nor exclusive but, while some variation can be expected in particular duties, the outline is considered to provide a reasonable general description of the post.