

EXECUTIVE COUNCIL

PUBLIC

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Title of Report: Government House – Team restructure proposal

Paper No: 169/14

Date: 27 August 2014

Report of: Director of Central Services

1.0 Purpose

- 1.1 To propose a change to the team structure at Government House, to create a stronger and more resilient team and to improve services to guests of His Excellency The Governor.

2.0 Recommendations

- 2.1 That Executive Council is advised to:

- a) Approval for the implementation of the revised team structure for Government House as set out through this paper.

3.0 Additional Budgetary Implications

- 3.1 None.

4.0 Background

- 4.1 The current team structure for support staff at the Governor's household and frequent functions there has been in place in excess of ten years and has previously served needs sufficiently. However, it is appropriate to review those needs periodically and this review has recently been undertaken by the Head of Governor's Office with the following key findings:

- There is insufficient capacity to serve the new Governor's household and fulfil all other duties – in part this is due to some long term sickness issues which need to be resolved and the fact the new Governor has a young family;
- Both the Governor and MLA's have expressed a desire to see the house used more for functions and this will necessarily require a change to staffing arrangements;
- The present structure does not allow for modernisation of working practices and maintaining accurate records offering the best value for money

- 4.2 The Governor's House currently hosts approximately 140 functions a year and these include formal dinners and lunches, private dinners and receptions. In addition the

household staff are required to cater for official overnight guests. The support provided by the team covers the following functional areas:

- Event organisation and management
- Household cleaning and general maintenance
- Procurement of necessary household goods and foodstuffs

4.3 This paper introduces proposals for a revised staffing structure to assist with the future management of the household.

5.0 Proposed Structure changes.

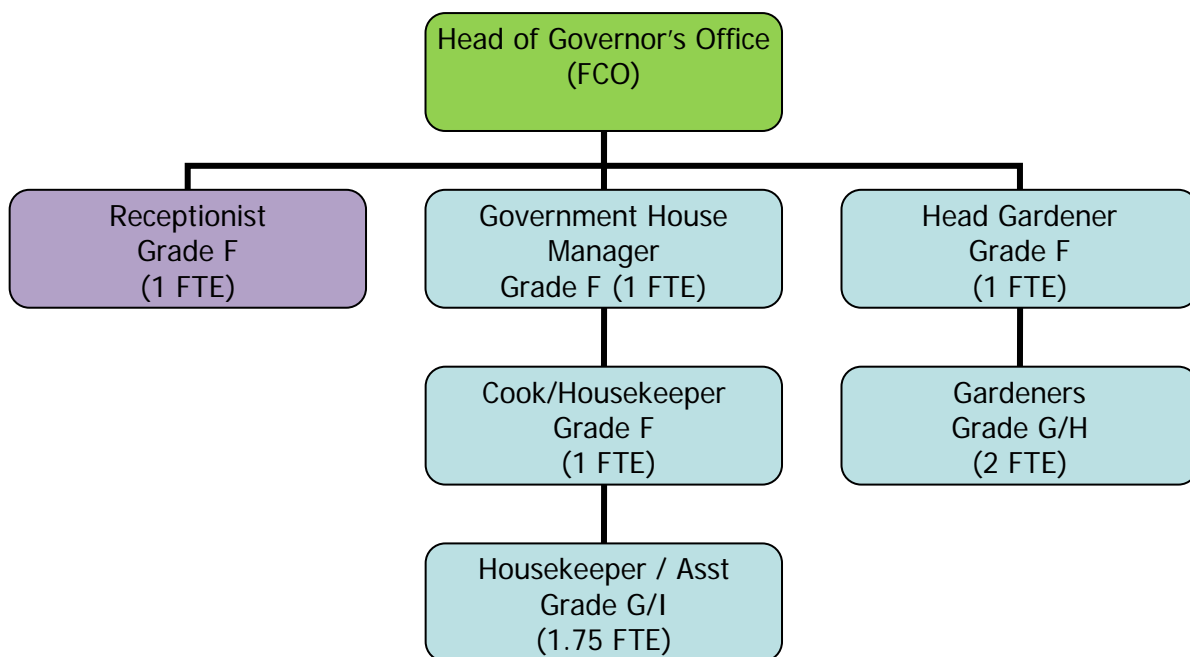
5.1 The team is currently structured as set out in diagram 1a below. Diagram 1b shows the current organisation structure for the team. The 2014/15 onwards salaries budget, including oncosts is £181,950.

Diagram 1a

Job Title	Notes	FTE	Total cost, inc oncosts
CURRENT STRUCTURE			
Governor ¹		1	
Head Gardener	Grade F	1	
Cook/Housekeeper	Grade F	1	
Government House Manager	Grade F (under review – sickness)	1	
Receptionist	Grade F (deleted in new structure)	1	
Gardeners	Grade G/H	2	
Housekeeper	Grade G	1	
Casual staff (Waiting)	Grade I	0.36	
Assistant Housekeeper	Grade I	0.75	
TOTAL		9.10	£181,944
Cost of Living Award			£4,400
Total current structure cost			£186,344

Diagram 1b

¹ The Governor's salary costs are funded directly by the FCO with a contribution by FIG and are therefore not fully reflected in the total cost.



- 5.2 The following diagram 2a sets out the proposed new structure, with diagram 2b showing the proposed organisation chart. The new structure is intended to provide a clear structure and lines of responsibility with sufficient capacity to cater for all of the House needs and to merge the limited receptionist role with that of Government House Manager, to further maximise capacity in the House and ensure it is appropriately managed.

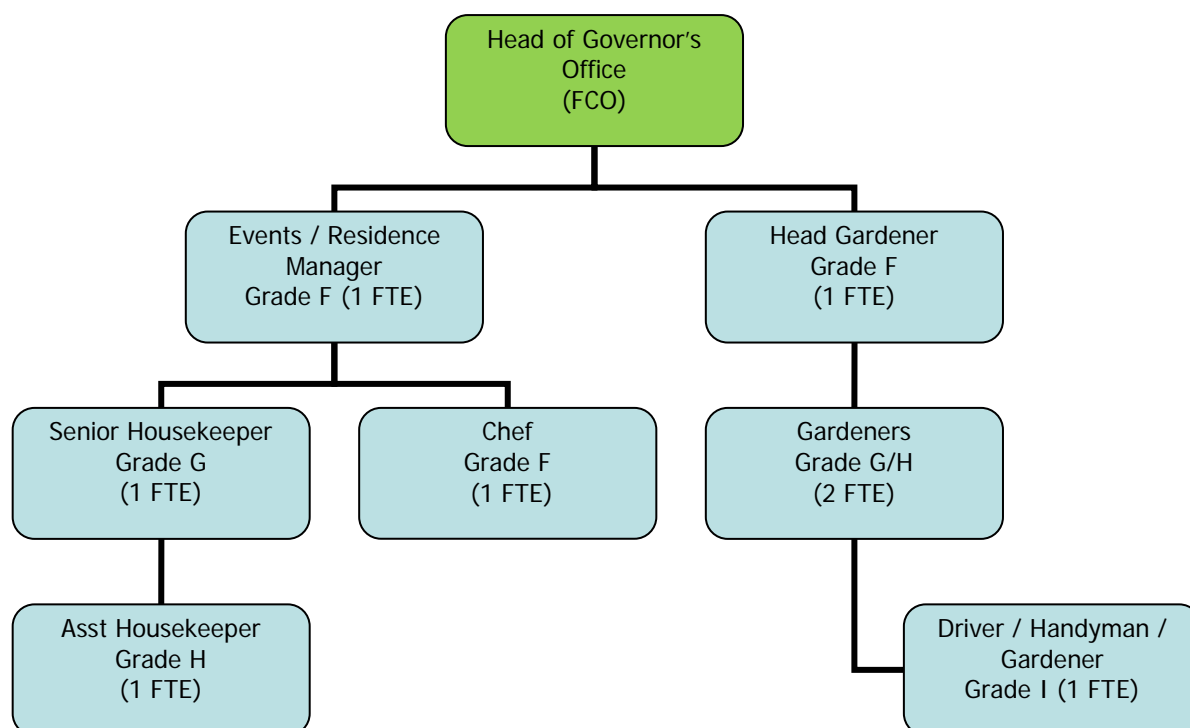
Diagram 2a

Job Title	Notes	FTE	Total cost, inc oncosts
PROPOSED STRUCTURE			
Governor		1	
Head Gardener	Grade F	1	
Gardeners	Grade G/H	2	
Events / Residence Manager	Grade F (needs JE to confirm grade)	1	
Senior Housekeeper**	Grade G (new post)	1	
Assistant Housekeeper	Grade H	1	
Chef	Grade F (restructure of duties)	1	
Casual Staff (Waiting)	Grade I	0.36	
Driver / Handyman/Gardener**	Grade I (new post)	1	
TOTAL		9.36	£186,394*

* proposed structure costs **include** the 2% cost of living increase award in 2014/15

** funded by deleted post of Receptionist

Diagram 2b.



The job descriptions for the new/revised posts of Events/Residence Manager and Driver/Handyman/Gardner are attached as appendix 1.

7.0 Financial Implications

- 7.1 There are no financial implications associated with this proposal, in that the additional £4,450 (the majority of which results from the 2% cost of living award) can be found within existing budget allocations making the new structure proposed cost neutral as follows:

	2014/15 Budget
Current structure (salaries budget including oncosts)	£186,344
Proposed structure	£186,394
Net saving / (deficit)	(£50)

* proposed structure costs **include** the 2% cost of living increase award in 2014/15

8.0 Legal Implications

- 8.1 None for the purposes of this paper.

9.0 Human Resources Implications

- 9.1 The proposed team restructure has relatively limited HR implications. These are outlined below.
- 9.2 The newly created Driver/Handyperson/Gardener will require advertising through the normal local recruitment process.

- 9.3 There are two posts where the intent is to amend the job title and make minor revisions to the core duties outlined in the current Job Descriptions. These revisions would be subject to the present incumbents of the posts being content with the proposed variations. The posts concerned are the Cook/Housekeeper role, where the intension is to retitle the post as a 'Chef' post and the 'House Keeper' role where the intent is to rename 'Senior Housekeeper'. Given that there is no intent to make significant material changes to the duties that might affect the grading of the posts it is anticipated that both the incumbents will be content to have the roles varied in the manner proposed.
- 9.4 It is also proposed to convert an existing part time post (0.75 FTE) into a full time one. This can be undertaken by a simple contract variation.
- 9.5 As noted in the paper, it is proposed to merge the now vacated 'Receptionist' post with the 'Government House Manager' role to create an 'Events/Residence Manager' post. Unfortunately the current incumbent of the Government House Manager role is absent on long term sick leave due to a serious illness. HR will work with Government House to assist them in determining the best outcome for this individual over the coming weeks. It is proposed that, if a swift decision cannot be taken in the interim in relation to this individual's situation vis a vis the proposed changes, that the intended combined post be advertised on a temporary basis in the first instance. (The job description for this role would require evaluation before it is advertised to establish its grade).

Appendix 1

PROPOSED REVISED JOB DESCRIPTIONS

SOCIAL SECRETARY/RESIDENCE MANAGER (Grade F) (Job Holder presently Wendy Luxton) given the additional responsibilities for staff management and training/development request salary be increased by at least one spine point against present salary level.

Main Responsibilities:

The efficient and effective organisation and management of all official events, including household staffing and management, guest lists and invitations. Ensuring needs of overnight guests are met and that the household is properly managed and maintained.

Key duties:

Event management: in consultation with others ensure guest lists are drawn up which meet the objectives of the event. Issue invitations and collate responses keeping staff updated on numbers attending. Maintain an accurate record of dietary requirements to ensure chef is properly prepared. Ensuring adequate level of staffing is available to cover events and that Residence staff are fully briefed on the event.

Staff management: supervision of staff, ensuring that household duties are carried out to a high standard. Recruitment and maintenance of casual staff register. Liaising with Post Administrative Officer ensure Residence staff receive essential training (HSE, fire safety, first aid) and that top up training is arranged to maintain standard.

To identify training needs and arrange courses where training would enhance service delivery. Annual reporting on Residence staff in line with FIG management practise.

Official visitors: meet and greet official overnight visitors, ensure needs are met to ensure a comfortable stay.

FIG pay and overtime: oversee overtime records for all FIG staff are accurately maintained and submitted as necessary. Ensure leave, sick leave and TOIL records are accurately maintained.

Stock control: Maintaining and accounting for stocks of alcoholic and soft drinks. Procurement of essential household cleaning equipment and staff uniforms as required. Maintaining adequate fuel supply.

Ensure Health and Safety standards are maintained in the Residence.

Maintain and update Government House inventory including Government House Collection. Report maintenance issues as necessary.

Responsible for the arrangements for internal official travel of Governor and for liaison with Governor's wife on any programme/visits or events.

NEW POSITION: Driver/Handyman/Gardener

Main responsibilities: to act as Chauffeur for HE the Governor and official visitors, ensure the maintenance of the Crown vehicle. Maintenance of household furnishings and equipment in all owned properties, office and Residence. Delivery and collection of mail. Garden duties.

Key duties:

- Raising and lowering the flag daily;
- Carry out the duties of Chauffeur for HE the Governor and for official visitors as required;
- Ensure the Crown vehicle and GH vehicles are maintained to a high standard, ensuring safety regular servicing and ensuring the vehicles are kept clean;
- Undertaking basic maintenance of household furnishing and equipment in owned properties, office and Residence which do not require the services of a skilled tradesperson;
- Daily delivery/collection of mail and documents
- Undertake gardening tasks in support of the Head Gardener

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