

Private and confidential

Report to Full 27th June 2023

Mr Ben Parker (operations manager)

Since joining Minehead Town Council Ben has ensured the amenities team take some large steps in the improvement of health and safety within the team. This includes the renewal and creation of dozens of risk assessments within the amenities team. He has also taken a leading role in the development of health and safety within the office with all staff within MTC going through a staff induction. He also has taken on the responsibility of delivering all new staff inductions moving forward, and ensuring all legal responsibilities are met. E learning is a large part of modern organisational training, and Ben has developed a template of mandatory subjects for all staff to complete as part of their induction/probation process and has also highlighted task specific topics for individuals to complete. He has produced a staff record across all service areas of MTC logging the e learning completion records. On top of this, as well as obtaining the amenities team qualifications and associated certificates, he has created a staff training log to ensure that all qualifications are logged, and the log is monitored to ensure training certifications is kept valid to avoid it expiring. He has also, started logging all office staff qualifications to ensure continuity across the organisation. All MTC sites now have a health and safety board, that gives all staff easy access to all health and safety matters and information.

Among other things, Ben has created staffing documents that are used across MTC including, a probationary review document, Return to work sickness document, Staff one to one document and absence review documents.

He completely understands the demands of the roll and is very often unofficially 'on call' out of hours dealing with any emergency requests relating to things such as service needs or out of hours toilets issues. Although, one could argue this comes with the territory of the role, Ben always endeavours to take matters into his own hands keeping down costs of calling other staff members out and ensuring a high service delivery of MTC.

Rightly or wrongly, Ben works a lot of additional hours. This is entirely his prerogative but further highlights his passion for the job and his desire to continually develop both the operational delivery of MTC as well as continue his own personal development.

He has brought a well-structured and pragmatic approach to Minehead Town Council that has benefited the whole organisation. He has taken an active roll in the refurbishment projects at both Summerland 'changing places and quay west toilets. He has been heavily involved in most advisory group meetings. Some of which are within his remit and others not so much so. This is further testament to his passion and influence across the organisation.

From the above information you see that Ben has taken full responsibility of all staffing issues withing the Council and he has taken on roles and responsibilities that are way beyond his pay grade as an operations manager.

As you are all aware the Clerk has resigned, and deputy Clerk is retiring in July 2023 and the Council is looking to engage a locum Clerk to fill these two part time posts with the intention of employing permanent full time Clerk in the next three to six months.

I feel that Ben has the skills, the desire, and ability to the Town Clerk in the future. However he does need to gain the experience and qualification to carry out this role.

I feel that Ben has exceeded all expectations by regularly attended Council meetings supporting the Clerk and deputy Clerk and he has carried out work right across the Town Council which would normally be carried out by the Clerk. He has also willing to stand in as deputy Clerk to ensure that the meetings are represented by an officer of the Council. This role is vital with the reduction of staff.

I therefore feel that Town Council should consider regarding his role to recognise this work.

I recommend that the post of Operations Manager be regarded from:

SCP Range (point 30-33) £36,298 - £39,493

To SCP Range (point 33 to 36) £39,493 - £42,503

If approved the operations Manager would move to point 33 (£39,493) from the 1st of July 2023

Bryan Howe

Deputy Clerk (June 2023)