

DECISION UNDER DELEGATED POWERS

Subject	Post title change to "Customer Experience Lead" from "Customer Services Advisor (CRM Support)"
Officer Requesting Decision	Customer Services Manager
Officer Making the Decision	Chief Officer – Digital and Communications
Authority for Decision	Delegated authority under Part 2B- 2.3 (f) of the Scheme of Delegations - each head of service may make any minor changes to the establishment or job titles within his or her service, subject to the proposed changes: (i) being able to be met from existing staffing budgets (ii) being subjected to the appropriate consultation requirements with the affected officers and unions (iii) not leading to any risk of redundancy
Recommendation	To allow post title change to "Customer Experience Lead" from "Customer Services Advisor (CRM Support)" within Customer Services
Alternatives considered and rejected	<ol style="list-style-type: none"> 1. To not allow any job title change 2. To allow a job title change to a different title to that offered
Decision	Approve
Reason	<p>Following the previous post holder leaving the post, the job description and person specification for this role were reviewed and rewritten to better reflect the roles and responsibilities of this post, and the corporate requirements for a more customer experience focussed resource. This title change better reflects the skills and responsibilities of the role.</p> <p><u>Advice from HR</u></p> <p>HR Advisor: Rachael Ward Summary of comments from HR:</p>

	Our recruitment policy states that posts should be reviewed for accuracy when a post becomes unoccupied. The change to Job title has been made to better reflect the responsibilities of the post. The duties have not significantly changed and therefore a Job evaluation is not required. We would therefore support this change.
Date	17/08/2023
Background Papers	Customer Service Advisor (CRM Support) job description
Decision record kept until	17/08/2029
Background papers kept until	17/08/2027



Signed.....

Dated.....17/08/2023.....