



NOTTINGHAMSHIRE
Fire & Rescue Service
Creating Safer Communities

Nottinghamshire and City of Nottingham
Fire and Rescue Authority
Human Resources Committee

ESTABLISHMENT OF SYSTEMS ADMINISTRATOR ROLE

Report of the Chief Fire Officer

Date: 16 October 2015

Purpose of Report:

To seek approval for a Systems Administrator role within the Human Resources Department.

CONTACT OFFICER

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1. BACKGROUND

- 1.1 In 2013, Nottinghamshire Fire and Rescue Service (NFRS) undertook a competitive procurement process which led to the appointment of MidlandHR (i-Trent system) as the provider of the Service's core human resources (HR) system. This system went live in May 2014 and is now in the final stages of full implementation.
- 1.2 A decision has also been taken to develop the i-Trent payroll module, as a replacement for the current system, to ensure integration between pay and HR and improve the processing of employee data. This will be developed during 2015-16.
- 1.3 More recently the new tri-service control mobilising system (Systel), which is responsible for handling all emergency call response, became operational. In order to respond appropriately to calls, the system has a rostering module which uses data provided by the i-Trent HR system.
- 1.4 As the project implementation stages of these projects conclude, it is essential that the Service has the resources in place to maintain and develop both the i-Trent and Systel systems going forward.

2. REPORT

- 2.1 The HR, payroll and rostering systems are recognised as critical systems in terms of the impact on operational delivery and provision of key management information. As the implementation stages of HR and rostering projects comes to an end, it is important that effective maintenance arrangements are in place to ensure the accuracy and timeliness of information processing. Delays in data updates, system failures or lack of system development would have serious consequences for the Service. This will also apply to the payroll system once it is implemented.
- 2.2 A working team was commissioned to review the system support requirements going forward and highlighted the following areas:
 - Data management;
 - Housekeeping;
 - Systems updates/developments;
 - User interface;
 - Reporting;
 - Incident/problem management.
- 2.3 Whilst technical support for the systems will be provided by the Service's ICT team and system provider, day-to-day operation, data management and user support will be provided by Service departments. The complexity of the systems requires significant on-going support to maintain system infrastructure

and data integrity, and to develop the systems as technology and user demands change.

- 2.4 In terms of the i-Trent system, an existing HR Administrator role has been designated to a dedicated support role which provides help desk and technical support. The rostering system, once Phase One development is complete, will be supported by a permanent administrator who has been working with the project team.
- 2.5 However, the review team identified a need for an additional administrative role that can work across both systems to provide support when these employees are absent, or when there is peak in workload. It is considered that this could be a part-time role, covering 18.5 hours per week (0.5 fte), and would form part of the existing HR i-Trent support team.
- 2.6 The establishment of this role would provide resilience to ensure that these critical IT systems are appropriately supported and can be developed to meet future demands.

3. FINANCIAL IMPLICATIONS

This post has been evaluated at Grade 3, with a total cost of £10,262 per annum at the bottom of the grade. The post will be partly funded from surplus hours in the HR Department pay budget (£3,883) with the remaining £6,379 funded from savings arising from the review of District Administration.

4. HUMAN RESOURCES AND LEARNING AND DEVELOPMENT IMPLICATIONS

In line with current procedures, this role would initially be open to application from existing employees and then advertised externally.

5. EQUALITIES IMPLICATIONS

An equality impact assessment has not been undertaken as this does not impact upon policy or service delivery.

6. CRIME AND DISORDER IMPLICATIONS

There are no crime and disorder implications arising from this report.

7. LEGAL IMPLICATIONS

There are no legal implications arising from this report.

8. RISK MANAGEMENT IMPLICATIONS

The establishment of this post will provide resilience to the arrangements to maintain and develop these critical IT systems including those directly associated with the Service's emergency response arrangements.

9. RECOMMENDATIONS

That Members support the creation of the post of Systems Administrator (18.5 hrs) and recommend this to the Fire Authority for approval.

10. BACKGROUND PAPERS FOR INSPECTION (OTHER THAN PUBLISHED DOCUMENTS)

None.

John Buckley
CHIEF FIRE OFFICER