

Operational Executive Decision-Making Form

Operational Decision Record

Publication Date 12/04/22	Decision Reference Number 4598
Decision Title	
Approval of External Resources for Transformation and Improvement #43 – Customer First Programme Lead	
Decision Value	
Up to £110,000	
Revenue or Capital Spend?	
Revenue	
Department	
Peoples	
Contact Officer (Name, job title, and contact details)	
Lucy Lee – Head of Customer Services	
Decision Taken	
External resource for the programme lead supporting the Customer First transformation programme.	
Reasons for Decision and Background Information	
<p>The role has established the Customer First programme and is now required to ensure the integrated plan is delivered in the short-term and service-level capability is grown to sustain the change in-house in the medium-term.</p> <p>This resource will be responsible for a mixture of coaching and supporting council staff across a broad portfolio of Customer change projects at all levels of the organisation. They will oversee a complex portfolio of work, helping council and agency staff to design projects, create processes, engage stakeholders, manage priorities, track progress, and assign activity across programmes, projects and delivery teams.</p> <p>The capacity, skillset and experience is not currently available within the organisation.</p> <p>Procurement is through the ESPO Framework 3S_18 – Strategic HR Services</p>	
Other Options Considered and why these were rejected	

There are no other options as this advice is specialised.

Reasons why this decision is classified as operational

This is a financial commitment of under £150,000.

It involves the delivery of an agreed policy within a budget approved at Executive Board on 20 July 2021.

Additional Information

This decision is an extension of Operational Executive Decision 4468

Decision Maker (Name and Job Title)

Mel Barrett Chief Executive

A handwritten signature in black ink, appearing to read 'MB', is written over a light grey grid background.

Scheme of Delegation Reference Number

Authority delegated by Executive Board 20 July 2021

Date Decision Taken

11/04/22