NOTTINGHAMSHIRE
Fire & Rescue Service
Creating Safer Communities

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

PERMANENT CHANGE TO ESTABLISHEMNT: i-TRENT DEVELOPMENT SUPPORT ROLE

Report of the Chief Fire Officer

Date: 24 January 2020

Purpose of Report:

To propose the creation of an additional i-Trent technical support role to provide resilience for the i-Trent support team.

Recommendations:

That Members approve the proposal to recommend to the Fire Authority the establishment of a full-time i-Trent Development Support post.

CONTACT OFFICER	
Name :	Craig Parkin Deputy Chief Fire Officer
Tel :	0115 967 0880
Email :	craig.parkin@notts-fire.gov.uk
Media Enquiries Contact :	Therese Easom (0115) 967 0880 therese.easom@notts-fire.gov.uk

1. BACKGROUND

1.1   The i-Trent human resources (HR) database is a licensed software product procured from Midland HR. Since its implementation in 2014, the system has been developed and supported by a dedicated i-Trent team, with technical support from ICT.

1.2   In addition to maintaining employee and post information, the system also supports the administration and reporting of training, payroll, absence management, and establishment management. Employees also have access to an employee portal which allows them to review their personal details, book leave and register for training courses.

1.3   The i-Trent system interfaces with many internal databases, including the Systel mobilising system.

1.4   Developments over the next year include Payroll Phase 2 (expense management), time recording, employee development and Performance Review, all requiring i-Trent support.

1.5   It can be seen from the above, that i-Trent is a primary system which supports internal governance, the provision of key management information and integrates with core systems across the Service.

2. REPORT

2.1   The i-Trent support team currently consists of part-time HR Systems Officer, a part-time System Administrator, and a Systems/Absence Administrator who commits up to 18.5 hrs to i-Trent support. The HR Systems Officer manages the team on a day to day basis and is the Service's subject matter expert for the development of the system.

2.2   It has become apparent that the demands on the i-Trent team since its introduction have significantly increased. These demands arising from internal requests for system enhancements, the increasing complexity of reporting arrangements/data analysis to support the performance management system and Her Majesty's Inspectorate of Constabularies and Fire and Rescue Service's (HMICFRS) requirements, and the need for the system to interface and transfer information with other internal systems.

2.3   Additionally, there is an ongoing requirement to implement system upgrades so that the system can operate at its optimum level. The system has recently been upgraded to a new operating system (Electric) and transferring to the new operating system continues to be a major undertaking for the team – involving significant testing of new functionality.

2.4   The Systems Officer, as the subject matter expert, contributes to many corporate project work streams and responds to a large number of ad-hoc management information and change requests which require an in-depth

understanding of the system at a super user level. Delays in responding to such requests can impact on delivery of key corporate projects.

2.5   It has become apparent that current resources are not sufficient to support this critical system and interim measures which have been put in place, such as temporary increases to hours and buying-in of consultancy support, are not sustainable in the longer term. It is therefore proposed that a new technical support role is established as a Grade 4 role.

2.6   The original funding for the i-Trent support team was based upon a full-time Systems Officer role and a 30-hr Systems Administrator role. However, due to changes in personal circumstances, the current post-holders reduced their contractual hours. The funding for these hours has been retained in the base budget and used to fund the interim arrangements referred to above.

2.7   A business case for an additional full-time i-Trent support role was recently considered, and approved, through the annual budget setting process undertaken by the Strategic Leadership Team, in recognition of the need to enhance current resources to meet the demands on the i-Trent support team. The funding for this role to be largely covered by the under-spend from the existing salary budget.

3.   FINANCIAL IMPLICATIONS

3.1   The cost of a Grade 4 role (mid-point) is £30,075, including on-costs.

3.2   The surplus hours released from the Systems Officer and the System Administrator roles equates to £32,715, which leaves a deficit of £2,640 per annum to be built into the 2020/21 salary budget.

3.3   Any additional salary costs in 2019/20 can be met from in-year underspends within the i-Trent salary budget.

4.   HUMAN RESOURCES AND LEARNING AND DEVELOPMENT IMPLICATIONS

4.1   The job description for the proposed role has been subject to the job evaluation process and assessed as a Grade 4 post.

4.2   Recruitment to the proposed post would commence following Fire Authority approval to a permanent change to the establishment in line with the Service's Recruitment and Appointment Policy.

5.   EQUALITIES IMPLICATIONS

An equality impact assessment has not been undertaken as the proposal does not have any implications for 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 risk of failing to adequately resource support to maintain and develop the i-Trent system are set out within the report. As a primary IT system which supports HR, learning and development and pay functionality, and interfaces with other critical IT systems, the potential adverse impact on the progression of improvements is high if further resources are not introduced. This would have an impact on the performance management project, rostering project and HMICFRS data submission requirements.

9. COLLABORATION IMPLICATIONS

There are no collaboration implications arising from this report.

10. RECOMMENDATIONS

That Members approve the proposal to recommend to the Fire Authority the establishment of a full-time i-Trent Development Support post.

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

None.

John Buckley
CHIEF FIRE OFFICER