

REPORT TO PERSONNEL COMMITTEE REVISION TO ADMINISTRATION HOURS



Report Reference P-26-05
Meeting Date 14th September 2026
Agenda Item 6
Prepared by A Keppel-Green, Town Clerk

1.0 BACKGROUND

Over the summer, discussions have taken place regarding administrative workflow and workload. As part of this, some changes have been made to processes, a change is to be implemented in software licensing (allowing multiple users to use the finance system simultaneously) and it identified a need for additional capacity.

In previous staffing reviews there has been limited change to administrative staffing hours. In 2020, it was increased from 37 to 45 (to facilitate the transfer of the cemetery). In late 2021 a review recommended an increase to 52 hours and the Personnel Committee authorised an increase to 49 hours. Whilst there have since been some amendments to duties, titles and grading, the administrative hours remain at 49 across two posts: Administration and Support Officer (FT|37) and Administration Assistant (PT|12). The Administration and Support Officer role has responsibility for cemetery administration, but otherwise general administrative duties are shared between the roles.

Since the last full staffing review (2024), there have been four main areas of change:

- Market Hall venue hire administration – which includes liaison with prospective hirers, preparation of hire agreements, meeting first time hirers to show them the space and invoicing pop-up trader invoicing
- Discover Knutsford website administration – approving submitted events (including to ensure images are in the correct format), adding new businesses, updating business entries, uploading blog posts
- General increase in number of financial transactions – the data entry side of the financial administration (processing invoices, recording receipts etc) has increased, with c. 20% more records processed
- Increase in chapel bookings - in 2025 only one wedding was hosted, in 2026 there has been five, and there are currently three bookings for 2027. The promotion of the venue is delivering additional enquiries which involve visits to the chapel and liaison with couples.

2.0 PROPOSAL

The Administration and Support Officer role is already full time. The incumbent Administration Assistant does not wish for additional hours. Therefore, the proposal is to create an additional Administration Assistant role of 4hrs. This would have a more discrete range of duties focused on areas where there is a consistent weekly workload, such as financial data entry, rather than the wider range of administrative duties undertaken by the existing Administration Assistant role. This will create capacity in the existing administrative team roles for the less consistent aspects of the administrative work.

The full year cost for the role in 2027/28 would be £3,710. It being a small role, it is below the employer national insurance threshold. Assuming implementation in December, the current year cost would be an additional £1,200. Both figures have been included in the draft budget proposals for completeness.

3.0 DECISIONS REQUIRED

The committee should consider approval of the creation of a 4hr Administration Assistant post.