

**CUSTOMER FIRST CONTACT CENTRE –
RECRUITMENT & RETENTION STRATEGY
(Report by Director of Operational Services)**

1. PURPOSE

- 1.1 To present for approval the Contact Centre Recruitment and Retention Strategy for the Customer First Programme.
- 1.2 To request the appointment of staff for the Customer Contact Centre.

2. BACKGROUND

- 2.1 In 2003, the Cabinet approved the Customer First Strategy for implementation in 2003. As part of that Strategy, the Council is developing a Customer Contact Centre at Speke House, St Ives. It is also considering a single Customer Service Centre in Huntingdon as part of the work on the future of Pathfinder House.
- 2.2 In developing the Customer First Programme, it is necessary to develop a Recruitment and Retention Strategy. This one is for the Contact Centre. Further work will be needed for the Customer Service Centre.

3. DISCUSSION

- 3.1 The Draft Strategy for Recruitment and Retention is attached at Annex A to this report. The Strategy sets out the approach, scope, required activities and key issues relating to all of the personnel issues including:

- Guiding principles
- Working patterns
- Staff structure
- Timescales
- Conditions of Service
- Training Plan
- Policies & Procedures

Job descriptions and person specifications will be available from the Personnel Division.

3.2 As part of these proposals it is recommended that the following posts are approved:

- Contact Centre Manager
- Training Officer
- Business Support Officer
- Team Leader
- 10 Agents

3.3 Recruitment of the Contact Centre Manager will need to be within the next 3 months. It is considered essential to recruit this post to help the District Council to plan and implement the Contact Centre and so is needed well before the Centre 'goes live'. The other posts will be advertised later in the year when the opening date for the Contact Centre is closer.

3.4 The costs for all these posts can be met from within the existing MTP Customer First Budget.

4. RECOMMENDATION

4.1 That Cabinet:

- (a) Approve the Customer First Recruitment & Retention Strategy.

BACKGROUND INFORMATION

- Customer First Strategy
- MTP

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