

DIFFICULT TO RECRUIT TO ROLES

Business Unit	Difficult to Recruit Roles	Service Impacts
Housing and Investment	<ul style="list-style-type: none"> • Significant difficulty recruiting to roles in Asset Management following multiple rounds of recruitment. • Independent Living unable to recruit to cleaning roles. 	<ul style="list-style-type: none"> • Currently supporting the service with agency cover for clerk of works (2 FTE), project management (2 FTE), gas safety, electrical safety and compliance. • Using SBC contract cleaners to supplement the service.
Human Resources	<ul style="list-style-type: none"> • Payroll-several rounds of recruitment for a payroll manager have been unsuccessful. 	<ul style="list-style-type: none"> • Payroll services are now being supported by a third party local authority.
Estates	<ul style="list-style-type: none"> • Multiple rounds of recruitment for qualified surveyors and commercial asset managers have been unsuccessful. 	<ul style="list-style-type: none"> • Service currently supplemented by agency workers for both of these specialities.
Finance	<ul style="list-style-type: none"> • Vacancies across finance business partnering team at business partner and assistant business partner level. • Sickness absence within the technical accounting team 	<ul style="list-style-type: none"> • Delay in processing of month and year end processes • Capacity issues for guidance and support on technical accounting matters such as Capital-service supplemented by agency workers
Stevenage Direct Services	<ul style="list-style-type: none"> • Repairs- difficulty in recruiting operatives (Of 35 FTE, 22 FTE currently in post supplemented by 10 FTE of agency resources). • Caretaking - 4 vacant caretaker roles from an establishment of 14. 	<ul style="list-style-type: none"> • Reduced capacity to process void repairs and day to day housing repairs are seeing longer waiting times.
Digital and Transformation	<ul style="list-style-type: none"> • Customer services- this is an entry level role, however, requires an element of customer service experience and skills, so despite large volumes of applicants recruitment levels are 	<ul style="list-style-type: none"> • CSC performance has been significantly impacted by these workforce gaps.

	<p>low. By end of November 2022, there will be 9.5 FTE in post, with 3 FTE of agency workers from an establishment of 18.3 FTE. A recent round of recruitment has resulted in offers to 4 candidates, however, it will take a number of months for skills training to be completed with new recruits. Difficulty retaining staff in this area after 12 months service as they gain the skills to work elsewhere in the Council.</p> <ul style="list-style-type: none"> • Project Management – multiple rounds of recruitment have failed to attract enough applicants resulting in vacancies within the digital PMO, a project management vacancy and a business analysis vacancy. 	<ul style="list-style-type: none"> • Elements of the Transformation programme have progressed more slowly than anticipated.
IT	<ul style="list-style-type: none"> • Multiple rounds of recruitment have failed to attract candidates for key roles resulting in vacancies within the system support team (2 FTE) and the system security team (1 FTE Analyst and 1 FTE Manager)- security team manager has delayed his retirement to ensure service continuity. 	<ul style="list-style-type: none"> • Key IT programme of work and systems upgrades have been delayed.