

Title of report	Recruitment to the Digital Support team
Public/confidential	Public
Action	For information
Summary/purpose of report	To update the Resources Committee on the staffing establishment for the digital team since the last meeting of the Resources Committee on 30 May 2018.
Recommendations	<p>The Resources Committee is asked to note the new posts created by the agreed accelerated approval process since the last meeting of the Resources Committee on 30 May 2018:</p> <ol style="list-style-type: none"> 1. IT/Digital Manager graded at D6 (£35,733 - £39,069) 2. 2nd level Technical Analyst graded at D7 (£31,083 - £34,344)
Link to Strategic Plan	The information in this report links to: Strategic Priority 6 – high standards of governance.
Link to the Risk Register	<p>This report links to:</p> <p>Risk 5 - the SSSC does not have sustainable resources to support the delivery of the Strategic Plan outcomes.</p>
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1.0 INTRODUCTION

- 1.1 In June 2017, the SSSC published its first Digital Strategy, to support the delivery of our strategic plan 2017 – 2020. The strategy is dependent on having the right technical environment to support our ambition.
- 1.2 The Resources Committee, at its meeting of 30 May 2018, agreed an accelerated approval process for the creation of posts associated with digital transformation. An indicative structure and grades for a potential SSSC Digital Team was provided but it was noted this could change as the project progressed. The four posts noted below have been created using this procedure:

Role	Grade	Salary 18/19	Note
IT/Digital Manager	D6	£35,733 - £39,069	Recruitment started
Technical Analyst Level 2	D7	£31,083 - £34,344	Will recruit at level 1 (grade E9) initially
Technical Analyst Level 1 (2 posts)	E9	£22,770 - £24,831	2 FTE staff in post; one of these recruited as a modern apprentice

- 1.3 Two E9 Technical Analyst posts were approved and appointments made; one member of staff being appointed to the role as a Modern Apprentice (£17,214). These posts have been in operation since August 2018 and were recruited from former Care Inspectorate ICT staff.
- 1.4 Approval was recently provided by the Convener and Chair of the Resources Committee to establish and recruit to an IT/Digital Manager post (Grade D6) and create a Level 2 Technical Analyst post (Grade D7). Details on the recruitment to these new posts are contained in section 2 below.

2.0 PROGRESS MADE ON THE DEVELOPMENT OF THE SSSC DIGITAL TEAM

- 2.1 The SSSC currently has two contractors in place providing both the strategic overview of the digitalisation of the organisation and the day to day team management. Moving forward it was recommended that we would have an in-house resource providing these roles and line management responsibility to the team.
- 2.2 This initial investment has allowed the SSSC specific requirements to be considered and implemented. However, moving forward we need ICT staff who can respond to development needs, day to day queries and ICT issues. The creation of an SSSC Digital Team to deliver services in the new SSSC digital environment is essential.
- 2.3 The ICT approach that we want to take is not a service centre approach but a more flexible, personal and front facing approach.

- 2.4 We intend to appoint an IT/Digital Manager as soon as is possible. The post was advertised Friday 14 September 2018 with a closing date of one week. Interviews are scheduled for week commencing 24 September 2018.
- 2.5 Approval was also provided for a Level 2 Technical Analyst post (grade D7). It is not intended to recruit to this level of post for approximately six months. In the meantime, we intend to fill this post with a third level 1 Technical Analyst (grade E9) on a temporary basis. This is reflective of the work that is required at this stage of set up of our new network and infrastructure. From this pool of three Level 1 posts it is hoped that one of these individuals could be promoted to Level 2 after 6 months once they have all received the appropriate development and experience. If this is not the case, the temporary Level 1 would end and we will recruit to the Level 2 post.
- 2.6 The Level 1 post was advertised less than six months ago and in line with the Recruitment Policy we can use the applications from that campaign to fill this post rather than advertise again. There were people who were interviewed previously who were appointable and they have indicated that they are interested in the post. Again they are Care Inspectorate employees and the successful candidate would therefore be seconded into the role. Interviews for this post will take place mid September 2018.

3.0 RESOURCE IMPLICATIONS

- 3.1 The indicative team structure included a Head of Digital post at an assumed grade of C4 (Salary £45,660 to £50,415). The temporary Infrastructure Delivery Lead has been extended to 31 March 2019 and it is not anticipated the Head of Digital post will be recruited to whilst the Infrastructure Delivery Lead is in post. The anticipated cost of the SSSC Digital Team in 2018/19 (transitional year) and 2019/20 where the position is expected to be more stable is shown below.

	2018/19	2019/20	
	£000	(full year cost) £000	Note
Infrastructure Delivery Lead (agency)	176		Assumed ends 31 March 2019
Level 3 technician (agency)	47		Assumed ends 30 September 2018
Head of Digital/Transformation	0	62	Assumed not required 18/19 when delivery lead is in post
ICT/Digital Manager	23	47	Assumed starts October 18
Technical Analyst (level 2)	15	42	Assumed starts as level 1 in October 18
Technical analyst (level 1) x 2 FTE	40	60	Started August 2018
	301	211	

4.0 CONCLUSION

- 4.1 That the Resources Committee notes the position on the creation of an SSSC Digital Team.

5.0 EQUALITIES IMPLICATIONS

- 5.1 An Equality Impact Assessment has not been carried out. Individual projects within the Digital Transformation Programme have had assessments carried out.

6.0 LEGAL IMPLICATIONS

- 6.1 There are no legal implications arising out of the terms of this report.

7.0 STAKEHOLDER ENGAGEMENT

- 7.1 We have since the initial digitalisation paper, consulted with our employees, the Scottish Government, and the Care Inspectorate about our digital and IT support requirements.

8.0 BACKGROUND PAPERS

- 8.1 Future ICT Support Delivery Report No: 29/2018 was considered and approved by Council on 7 August 2018.