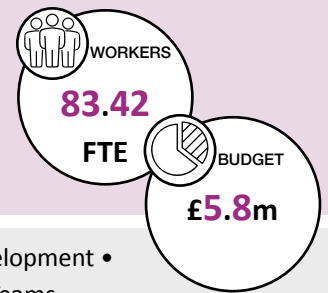


HR, ICT and Organisational Development

Service Description



Human Resources

Employee Relations • Employment / HR Advice • Pay and Grading • Health and Work / Absence • Terms and Conditions • Change Management • Recruitment and selection • Admin support to HR and ICT teams

Information and Communications Technology

Information Systems including: applications systems • procurement, development, implementation and support • Technology provision and support • Web design and intranet development, support and publishing • ICT advice and guidance • Digital Services

Infrastructure including: Data Centre management • Server support • Desktop support • Network support • ICT Service Desk • Cyber Security • Schools strategy and support • ICT advice and guidance

Payroll

Employment Administration (e.g. contracts, terminations, maternities, etc) • Processing and administering payroll •

Pensions • HMRC System development • Admin support to HR and ICT Teams

Organisational Development

Organisational Development (OD) including: workforce planning • employee engagement workforce culture • Transform • employment policy framework • corporate training development and delivery • team development • facilitation, leadership and management development • ERDP, coaching and mentoring

Health and Safety including: Health and Safety advice • Health and Safety management system (e.g. procedures, risks assessment) • audits and action planning • accident investigation and monitoring • Fire Risk Assessments • Work Experience safety assessments

Corporate Communications including: communication advice • press and media management • design and brand management • social media • public performance reporting

Key Facts

- **11,052** candidates managed for 1,245 vacancies in 2023
- **Over** 2,907 contracts of employment issued
- **Just** under 12,000 devices; an increase of 9% since 2022
- **Over** 16,400 ICT users (including 12,000 school pupil accounts)
- **100** sites (offices, libraries, schools and depots) connected on the Council's wide area network
- **Over** 200 individual applications used by services
- **Nearly** 24,000 calls support desk calls closed in 12 months
- **Absence** rate of 5.95% with a cost in lost days of £6,808,714.10 (Apr 2023/Mar 2024)

Priorities

- **Workforce** Transformation and Change – reshaping and skill the workforce for the future
- **Employee** Engagement – ensuring a positive culture and engaging employees in a challenging environment
- **Smarter** Working – increased hybrid working
- **Cyber** Resilience – keeping the council's systems secure
- **Recruitment** and skills development – addressing current challenges
- **Leadership** Development and Capacity – current and future leaders leading change and continuous improvement
- **Health** and Safety Culture
- **Developing** Digital Services – expand and enhance council digital services designed around customers to provide efficiency
- **Technology** for the Moray Classroom – ensuring infrastructure is in place and working to enhance education delivery

Issues / Risks

- **Reduced** organisational capacity due to difficulties recruiting experienced professional and specialist staff
- **Developments** in the national pay strategy
- **Managing** the contraction and re-shaping of the council work-force to achieve a long term reduction to council workforce
- **Improving** workforce absence due to sickness or ill health