

STRATEGIC DIRECTOR – RESOURCES & TRANSFORMATION

Gross Revenue
FTE's

3rd March 2015

CHIEF OFFICER CORPORATE & CUSTOMER SERVICES
Revenue £352k
Capital £0k
FTE 0

HEAD OF REVENUE & BENEFIT SERVICES (G15)
Revenue £48,883k (includes £44m of Housing benefit)
Capital £0
FTE 149

Admin, collection and recovery of council tax £110m, business rates £96m, sundry debtors and benefit overpayments.
Processing of housing benefit and council tax reduction claims, including discretionary housing payments
Housing benefit subsidy claims
Developing the local council reduction scheme

5th tier Interim Project Manager Welfare reform, including corporate strategy (Review 30/4/17) (G13)

HEAD OF CUSTOMER SERVICES (G14)
Revenue £2838k
Capital £0k
FTE 80

Dudley Council Plus, including call centre, face to face and box office.
Receipt of payments
Corporate customer feedback and Tell Us Once
Process Change Management
Local Welfare Assistance scheme
Corporate Reception services
5th tier Service Manager (G12 for Registration managing
Births, Deaths, Marriages,
Nationality & Citizenship plus Black Country Coroner

HEAD OF CORPORATE LANDLORD SERVICES (G15)
Revenue £6377k
Capital £500k
FTE 63

Strategic Asset Management Planning
Construction, Design, Repair and Maintenance
Facilities Management inc Astley Burf, Saltwells & Regional Staff College
Cleaning Traded Services
Community Asset Transfers
CCTV
Energy Management
Partnership with Public Sector PLC (PSP)

HEAD OF HR SERVICES (G14)
Revenue £3568k
Capital £0k
FTE 83

HR Advisory service
HR Transactional Services (including volunteer DBS)
Recruitment and Resourcing (including temporary and agency workers)
Redundancy and Severance (Implementation)
Payroll
Pensions
Internal Apprenticeships
Job Evaluation
HR Traded Service to Schools (inc Staff Absence Scheme)
Car parking pass administration and Travel passes
FOI's re: HR

INTERIM LEAD – CORPORATE TRANSFORMATION & POLICY (G17)
Revenue £143k
Capital £0k
FTE 65 (Post to end April 2016)
Interim Management of posts and functions as set out below
Corporate Transformation Lead
Strategic Review and Implementation of new corporate People and Payroll systems

HEAD OF TRANSFORMATION & ORGANISATIONAL DEVELOPMENT (G14)
Revenue 885K
Capital £0k
FTE 35

People Strategy
HR Service Partnering
Organisational and Culture Development
Corporate Workforce Development
Corporate Transformation Planning and Review Co ordination
Council Plan
Corporate Performance Reporting
Corporate Policy Development inc HR
HR Advice to Appeals Committee(s)
Employee Health & Wellbeing Initiatives
Management divisional administration
Member Training

HEAD OF COMMUNICATIONS AND PUBLIC AFFAIRS (G14)
Revenue £1666k
Capital £0k
FTE 30

Media Relations and Management
Marketing and promotions
Internal and External Communications (including digital media)
Civic and Mayoral Affairs
Corporate Event Management
Graphics
Executive Secretarial Support
Corporate Translation Services
administration

CHIEF OFFICER FINANCE & LEGAL
Revenue £615k
Capital £0k
FTE 0
Equal Pay

HEAD OF LAW & GOVERNANCE (G16)
Revenue £4542k
Capital £0k
FTE 76

(Deputy Monitoring Officer)
Legal Services
Democratic Service
Health & Safety
Electoral Services and Elections Manager
Land Charges
Members Allowances

INTERIM HEAD OF AUDIT (G15)
(Review 30/4/16)
Revenue £462k
Capital £0k
FTE 10

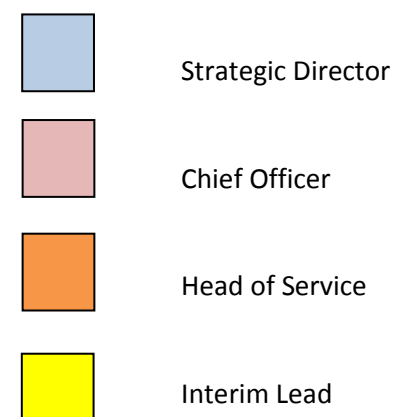
Internal Audit Services
Corporate Governance

HEAD OF FINANCIAL SERVICES (G16)
Revenue £3445k
Capital £0k
FTE 89

(Deputy 151 officer)
Accountancy
Treasury Management
Exchequer
Procurement
Risk Management & Insurance (£3.3m fund & premiums)
Directorate Finance Managers

HEAD OF ICT (G15)
Revenue £8748k
Capital £0k
FTE 165

ICT Strategy
Production Services (Hardware and Infrastructure)
Information Systems
Directorate ICT Support Teams
Information Governance



STRATEGIC DIRECTOR PEOPLE

Gross Revenue £221m

Capital £29.7m

FTE's 2327

3rd March 2015

