

NORTH VIEW Housing Association

North View is a registered Scottish charity – charity registration number SC032963

Reports on Staff Appraisals – October 2019

1.0 Introduction

- 1.1 The paper has been written to provide Committee with feedback on the most recent round of staff appraisals.
- 1.2 The appraisals of the three staff members in the Finance section have yet to be carried out. These have been delayed due to workload pressures and absences through illness, but we are hopeful that these should be completed by the end of the month.
- 1.3 Although we haven't yet completed all the staff appraisals, we were conscious of how long it has taken to complete the task and thought it best to report to Committee on the appraisals completed to date, with the intention of providing an 'addendum' report when the other three appraisals have been carried out.

2.0 Revised Job Descriptions

- 2.1 The Human Resources consultant who was reviewing the job descriptions of all our job roles has completed that task. The revised versions of the job descriptions have been/are being further developed by the Line Managers and were discussed during the appraisals.
- 2.2 The Director and Housing Manager have signed their revised job descriptions. The rest of the job descriptions have to be 'formatted' in the same manner as the Director and Housing Manager (so that there is a corporate consistency throughout), but the Maintenance Manager, Finance Manager and all the staff of in the Maintenance department have 'agreed' their job descriptions. The Housing Manager and Finance Manager will discuss the job descriptions with the staff in their line management, as will the Director with the Corporate Services Officer. All members of staff should be 'signed up' to their new job description by mid-November at the latest.

3.0 Outcome

- 3.1 No major issues, or issues of any concern were raised by any staff member during the appraisals. Staff appear satisfied with their work here and it has been a very positive process.
- 3.2 We have been using a contract joiner (periodically) since Tracy Henderson left last December. The Office based Maintenance staff have suggested that the Association consider recruiting a joiner to negate so much reliance on contract worker. We would recommend that this be considered early in the new year with the intention that, should Committee decide to recruit a joiner, the joiner be appointed by the start of the next financial year.
- 3.3 The most significant issue to come out of the exercise is the recommendation from the Maintenance Manager and Director that Maintenance Assistant, Lynda Kelly, be upgraded from Maintenance Assistant to Maintenance Officer with immediate effect.

Our job grades are compliant with guidance from the employer's body EVH (Employer's in Voluntary Housing). We contacted EVH to discuss aspects of Lynda's job and they advised us that she should be regraded to a Maintenance Officer post to reflect the responsibility of the role that she plays in the oversight and delivery of our Landlord Gas Management services; Lynda manages this aspect of our service.

The Finance Manager has confirmed that we can afford to promote Lynda although it hasn't been included in our budget for 2019/20.

- 3.4 If promoted, we would support Lynda in the post by establishing a learning and development programme designed to widen her skills and knowledge in relation to the many other areas of a Maintenance Officer's job.
- 3.5 *Content redacted because some of text related to an employee's personal information.*
- 3.6 To summarise, we recommend to Committee that:-
 1. Committee consider the recruitment of a joiner early in the New Year, with the intention that, should Committee decide to recruit a joiner, the joiner be appointed by the start of the next financial year.
 2. Maintenance Assistant, Lynda Kelly, be upgraded from Maintenance Assistant to Maintenance Officer with immediate effect.

<i>End</i>
