

## **Scheme of Delegations: Director, Digital and Customer Services September 2019 (amended January 2020)**

The Director Digital and Customer Services is authorised in accordance with Part E: Officer Delegation Scheme to carry out functions on behalf of Full Council and the Executive. The Director has chosen to sub-delegate some or all of those functions to officers of suitable experience and seniority in his/her own directorate or in another directorate. These officers are identified by reference to their job title rather than by name. If the CFO delegates functions to a fellow Director he/she makes it clear in this sub-delegation scheme whether that Director can sub-delegate those functions.

This scheme details the officers who can carry out each function on the Director's behalf, together with the details of any terms and conditions which the Director has imposed on that sub-delegation. **All officers are bound by the Finance, Contract and Procurement Rules (Part D of the Constitution) and the Employee Code of Conduct (which can be found in Part C of the Constitution) and should consider these together with any other rules or requirements in relation to personal conflicts of interest which may apply to them when exercising authority delegated under this scheme.**

Even though the Director has sub-delegated the functions he/she remains accountable for all decisions taken in accordance with this scheme. An officer with sub-delegated authority may decide not to exercise that authority, or the Director may indicate that the authority should not be exercised, in respect of any individual matter. In either case that matter should be referred to the Director for a decision or for referral to the relevant Committee if appropriate.

Signed:



Date: 27/01/2020



## Group Delegations

The Director has chosen to delegate a number of functions to groups of officers. Where the same group of officers receive a number of separate delegations, in order to save space within the sub-delegation scheme, those groups of officers have been given a title. The following table sets out the title of each group of officers and lists the officers within each group. It also provides details of how it should be determined which of the officers within the group should take any given decision.

<b>Group Title</b>	<b>Officers Included in Group Authorisation</b>
Heads of Service – Digital & Customer Service	Head of Operations Head of Business Improvement & Support Head of Revenues Head of Benefits Head of Income Collection Head of Online Service Delivery Head of Business Engagement Head of Business Solutions Head of ICT Programmes

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Delegation to Director					
Part E 3.2 (i)	<p>To make decisions and approve expenditure relating to the functions of the Directorate providing:</p> <ul style="list-style-type: none"> <li>• that the sum expended is within the approved budget for the Directorate and/or relevant portfolio, and</li> <li>• the amount in relation to any single matter does not exceed £200,000 or in the case of procurement, the Procurement Threshold (£181,302 as at September 2019) ;</li> <li>• that the requirements of the Financial Approval Framework in the Financial Regulations (Part D of the Constitution) and other requirements in the Constitution are complied with.</li> </ul> <p>Where the amount in relation to any single matter is between £200,000 and £500,000 (revenue) or £1m (capital) then the decision will be made <b>by the Cabinet member with the Director</b>.</p> <p><b>Each Director must ensure that they and their relevant staff follow the Financial Rules (Part D of the Constitution) and the Financial Management Tool to ensure that their services are administered in line with procedure.</b></p>				
	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #cccccc;">Sub-Delegations</th> <th style="background-color: #cccccc;">Sub Delegation to Officers within Digital &amp; Customer Services Directorate</th> </tr> </thead> <tbody> <tr> <td> <p>Subject to there being an approved budget, and in accordance with Part D: Financial, Contract and Procurement Regulations* (and any other requirements), make purchases of goods and services (excluding consultancy services costing greater than £25,000) as shown.</p> <p>Note 1: virements of revenue budgets between directorates and between capital schemes can only be undertaken by the Chief Finance Officer or delegates.</p> <p>Note 2: all grant applications must be approved by the Chief Finance Officer and City Solicitor (Officer or delegates).*</p> <p>* See in particular Appendix B: Financial Approval Framework</p> </td> <td> <p><b>Up to £10m subject to Procurement Governance</b>                      Director, Digital and Customer Service (or Assistant Director – Business Improvement &amp; Customer Service as deputy)                      Assistant Director ICT and Digital Services</p> <p><b>Up to £200,000</b>                      Assistant Director – Business Improvement &amp; Customer Service                      Assistant Director – Revenues and Benefits                      Commercial Director – Information, Technology and Digital Services                      Operations Director – Information Technology &amp; Digital Services (IT&amp;D)</p> <p><b>Up to £50,000</b>                      Heads of Service, Digital and Customer Service</p> </td> </tr> </tbody> </table>	Sub-Delegations	Sub Delegation to Officers within Digital & Customer Services Directorate	<p>Subject to there being an approved budget, and in accordance with Part D: Financial, Contract and Procurement Regulations* (and any other requirements), make purchases of goods and services (excluding consultancy services costing greater than £25,000) as shown.</p> <p>Note 1: virements of revenue budgets between directorates and between capital schemes can only be undertaken by the Chief Finance Officer or delegates.</p> <p>Note 2: all grant applications must be approved by the Chief Finance Officer and City Solicitor (Officer or delegates).*</p> <p>* See in particular Appendix B: Financial Approval Framework</p>	<p><b>Up to £10m subject to Procurement Governance</b>                      Director, Digital and Customer Service (or Assistant Director – Business Improvement &amp; Customer Service as deputy)                      Assistant Director ICT and Digital Services</p> <p><b>Up to £200,000</b>                      Assistant Director – Business Improvement &amp; Customer Service                      Assistant Director – Revenues and Benefits                      Commercial Director – Information, Technology and Digital Services                      Operations Director – Information Technology &amp; Digital Services (IT&amp;D)</p> <p><b>Up to £50,000</b>                      Heads of Service, Digital and Customer Service</p>
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Scheme of Delegations: Director, Digital and Customer Services

<b>Delegation to Director</b>		
Part E 3.2 (ii)	<p>To determine employment matters relating to staff including all changes to staffing structures below JNC level and the annual implementation of the contractual pay increment system.</p> <p>These powers will not include changes to terms and conditions of employment (the Birmingham Contract) or additional payments to any individual member of staff above the general financial threshold delegated to officers (£200,000).</p>	
	<b>Sub-Delegations</b>	<b>Sub Delegation to Officers within Digital &amp; Customer Services Directorate</b>
1.	<p>Authority to fill vacancies in line with Contract of Employment (applicable to Grade)</p> <p>Note: the creation of new posts must be agreed corporately</p>	<p>In line with policy and procedures on the intranet, and with the Constitution in relation to Employee Code of Conduct</p> <p>For posts below Assistant Director: approval of business cases by managers and HR Business Manager for review of recommendations at Directorate Management Meeting (DLT)/or according to Directorate process.</p>
2.	Acting Up / Honoraria	<p>In line with policy and procedures on the intranet, and with the Constitution in relation to Employee Code of Conduct</p> <p>For posts below Assistant Director: approval of business cases by managers and HR Business Manager for review of recommendations at Directorate Management Meeting (DLT)/or according to Directorate process.</p>
3.	The organisational structure, job duties, grade and deployment of posts and employees for the Directorate	<p>In line with policy and procedures on the intranet, and with the Constitution in relation to Employee Code of Conduct</p> <ul style="list-style-type: none"> <li>• Director</li> <li>• Assistant Director</li> </ul>

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4.	The operation of arrangements relating to hours of work, annual and other leave and time off for employees.	<p>In line with policy and procedures on the intranet, and with the Constitution in relation to Employee Code of Conduct</p> <p>Procedures for local operation:</p> <ul style="list-style-type: none"> <li>• Director</li> <li>• Assistant Director</li> <li>• Managers at GR7 – GR4</li> </ul>
5.	<p>The operation of the Council’s procedures relating to:</p> <ul style="list-style-type: none"> <li>• Discipline;</li> <li>• Grievance;</li> <li>• Managing Capability;</li> <li>• Dignity at Work.</li> </ul>	<p>In line with policy and procedures on the intranet, and with the Constitution in relation to Employee Code of Conduct</p> <ul style="list-style-type: none"> <li>• Director</li> <li>• Assistant Director</li> <li>• Managers at GR7 – GR4</li> </ul> <p>Note: the Chair of a Disciplinary Hearing must have attended the Power to Dismiss Course</p>
6.	Operation of the Council’s procedures in relation to redundancy, including consultation with trade unions	<p>In line with policy and procedures on the intranet, and with the Constitution in relation to Employee Code of Conduct</p> <ul style="list-style-type: none"> <li>• Director</li> <li>• Assistant Director</li> </ul>
7.	The promotion, implementation and monitoring of the Council’s Equal Opportunities in Employment policy.	<p>In line with policy and procedures on the intranet, and with the Constitution in relation to Employee Code of Conduct</p> <ul style="list-style-type: none"> <li>• Director</li> <li>• Assistant Director</li> <li>• Managers at GR7 – GR4</li> </ul>

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8.	Training and Development for the Directorate.	<p>In line with policy and procedures on the intranet, and with the Constitution in relation to Employee Code of Conduct</p> <ul style="list-style-type: none"> <li>• Director</li> <li>• Assistant Director</li> <li>• Managers at GR7 – GR4</li> </ul>
9.	Ensuring the health, safety & welfare of employees	<p>In line with policy and procedures on the intranet, and with the Constitution in relation to Employee Code of Conduct</p> <ul style="list-style-type: none"> <li>• Director</li> <li>• Assistant Director</li> <li>• Managers at GR7 – GR4</li> </ul>
10.	Determining ‘politically restricted’ posts	Director with advice from HR Director and City Solicitor (or delegates)
11.	Approval of cases of early retirement	Director under advice from the Chief Finance Officer and HR Director (or delegates)
12.	Deal with compensation for loss of office	Director under advice from the Chief Finance Officer and HR Director (or delegates)
13.	Make Compensation for diminution of Emoluments	Director only under advice of the HR Director and City Solicitor (or delegates)

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<b>Delegation to Director,</b>		
Part E 3.2 (iii)	To approve tender strategies and award contracts in accordance with the Procurement Government Arrangements where the supplies, materials, or services to be purchased or the works to be executed are between the Procurement Threshold (£181,302 as at September 2019) and £10,000,000 in value, over the contract length.	
<b>Sub-Delegations</b>		<b>Sub Delegation to Officers within Digital &amp; Customer Services Directorate</b>
1.	<p>To approve tender strategies and contracts in accordance with Part D Financial, Contract and Procurement Regulations (Procurement Government Arrangements).</p> <p>Submitting bids to external organisations in accordance with Part D Financial, Contract and Procurement Regulations</p> <p>To approve contract extensions where the option to extend exists in the original contract, in accordance with Part D Financial, Contract and Procurement Regulations</p>	<p><b>Up to £10m (full contract value not yearly value) subject to Procurement Governance Arrangements</b>                      Director, Digital and Customer Service (or Assistant Director – Business Improvement &amp; Customer Service as deputy)                      Assistant Director ICT and Digital Services  <b>Up to Procurement Threshold for goods and services</b>                      Assistant Director Business Improvement &amp; Customer Service                      Assistant Director Revenues and Benefits  <b>Up to £50,000</b>                      Heads of Service, Digital and Customer Service</p>

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Delegation to Director		
Part E 3.2 (iv)	Where no other viable alternative exists to approve contract extensions, where no extension option in the contract exists, in accordance with the Procurement Governance Arrangements where the supplies, materials, or services to be purchased or the works to be executed do not exceed £500,000	
Sub-Delegations	Sub Delegation to Officers within Digital & Customer Services Directorate	
1.	<p>Approval of Contract extensions as above in accordance with Part D Financial, Contract and Procurement Regulations</p> <p>Note: The report author (or team member) cannot approve their own report – this should be done by another officer with appropriate delegations</p>	<p>Director, Digital and Customer Service (or Assistant Director – Business Improvement &amp; Customer Service as deputy) in conjunction with the City Solicitor and Chief Finance Officer (or their delegates)</p>

Delegation to Director		
Part E 3.2 (v)	To write off any individual debts of income (including any associated court costs and bailiffs fees) within their service directorate responsibility, and after consultation with the Chief Finance Officer, up to the sum of £25,000 per individual or organisation, which in the opinion of the Director is considered to be uneconomical to collect or is irrecoverable. <i>All individual debts above this amount can only be written off by the Chief Finance Officer.</i>	
Sub-Delegations	Sub Delegation to Officers within Digital & Customer Services Directorate	
1.	Write-off debts up to £25,000 for each debtor.	<p><b>Up to £25,000</b>                      Assistant Director Revenues and Benefits                      Head of Revenues, Head of Benefits &amp; Head of Income Collection</p>



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<b>Delegation to Director</b>		
Part E 3.2 (vi)	The Chief Executive and Directors have delegated authority to approve and make payments in connection with the duties of the council where it holds monies in the capacity of an “Accountable Body”. In all such cases where the Council is the Accountable Body, the Chief Executive or any Chief Officer has authority to make lawful payments in compliance with the terms under which the Council holds monies as the Accountable Body and in accordance with any requirements approved by the Council as Accountable Body, up to but not exceeding the total amount held under each agreement with the grant giver.	
	<b>Sub-Delegations</b>	<b>Sub Delegation to Officers within Digital &amp; Customer Services Directorate</b>
1.	To approve and make payments in connection with the duties of the council where it holds monies in the capacity of an “Accountable Body” as above and in accordance with Part D Financial, Contract and Procurement Regulations	<b>Up to £200,000</b> Director (or Assistant Director – Business Improvement & Customer Service as deputy)

<b>Delegation to Chief Officers and Statutory Officers</b>		
Part E 3.3	Chief Officers and Statutory Officers are empowered to authorise all necessary actions in relation to disasters and emergencies as designated under the Council’s Emergency Plan when activated; or under Business Continuity Plans in the event of a business continuity disruption.  In the event of the Emergency Plan being activated, and following action taken, the Chief Officer must notify the Chief Finance Officer in writing, of the circumstances and estimated financial impact and report formally to the relevant Cabinet Member or, for non-executive matters, to the next available meetings of the relevant committee	
	<b>Sub-Delegations</b>	<b>Sub Delegation to Officers within Digital &amp; Customer Services Directorate</b>
1.	As above	Director (or Assistant Director – Business Improvement & Customer Service as deputy)