

Alcester Town Council

Statement on Managing the Performance of Staff

Alcester Town Council seeks to be a good employer recognising that “The defining indicator of a good local (parish and town) council is how it looks after its people. Time and time again, we see councils that support their staff are better able to deliver their objectives and adapt to changing needs or priorities.”
NALC A Good Councillor’s Guide to Employment 2023.

Alcester Town Council is committed to ensuring that its employees:

- Are clear about their duties and responsibilities.
- Know what is expected from them.
- Understand Council priorities.
- Have the tools, resources and training needed to undertake their role.
- Are motivated and recognised for their achievements.
- Understand how to raise and escalate problems and concerns and be confident these will be given proper consideration.
- Take the health and safety of themselves and others seriously.
- Are treated well, receive fair recompense and see the Council as a good employer.

Each staff member has a job description and employment contract in line with the NALC model form of contract.

In line with the Council’s Standing Orders the Town Clerk has an annual appraisal carried out by the Mayor which is reported to the Staffing Committee. The Town Clerk and Mayor agree specific, measurable, agreed, relevant and time bound (SMART) targets based on the vision and objectives of the Council’s Strategic Plan, and the Business Plan and Medium Financial Strategy for the current four-year term.

All other staff have an annual appraisal carried out by the Town Clerk where these SMART targets are cascaded down through the organisation. They are used to set individual action plans and targets or specific instructions for a project. The appraisal system is a two-way communication process with all staff being given the opportunity to offer ideas on how the Council might perform better.

Targets for Council staff are monitored informally through supervision and discussions throughout the year with the Town Clerk. The Town Clerk works full time from the office and staff are always welcome to come in for a chat or to share a concern.

In general, staff performance is assessed across a range of areas including quality of work, efficiency, attendance, time keeping, flexibility, working arrangements and competency in the role. Where improvement is required an individual improvement plan will be agreed and formal monthly monitoring put in place with the staff member until the required improvement is obtained or formal capability action instigated.

The Council is committed to training and development as a method of maintaining and improving performance and actively encourages staff to attend training. The Deputy Town Clerk keeps training and professional development records for each member of staff.

All staff have access to Council policies and have been issued with those relating to HR matters.