PENDLE BOROUGH COUNCIL – The Digital Workforce

CURRENT PICTURE – Where are we?	AIMS – Where do we want to be?
• Employee digital skill level audit undertaken and being analysed as to training needs. • Basic IT skills (eg Microsoft office applications) are adequate as all employees who are required to use these applications can do so. More advanced skills are less evident and less well defined. • Requests for Microsoft applications training remains a constant feature of the annual performance management review process, however historically there has been low take up when courses are arranged.	• All appropriate Council systems and processes to be fully digital' eg HR & Payroll Manager and Employee Self-Serve. • All employees to have the required level of digital skills to carry out their job, now and in the foreseeable future • All employees to enhance their digital skills to support the Council's Digital Strategy for Citizens. • Employees to display behaviours specified in the Competency Framework relating to digital skills

WHY DIGITAL

- Greater efficiencies can be achieved by having direct input by service user/manager/employee, thus reducing data errors.
- Improved management information as data can be reported in real time, which will support decision making and allocation of resources
- Administrative burden on professional and front line staff will be significantly reduced enabling staff to be more effective in their roles.

HOW ARE WE ACHIEVING IT?

Immediate:
- Use results of digital skills audit to identify any gaps.
- Identify incoming systems that will require up skilling of staff, and cross reference to skills audit to identify any gaps
- Review Performance Management Competency Framework to incorporate desired behaviours that will support 'digital by default'
- Work with local colleges and local employers on ascertaining workforce needs.
- Pilot digital skills with College

Medium Term
- Identify any exemplar Authorities that have implemented a Digital Skills Strategy
- Conduct Business Processing Re-Engineering to identify improved work practices and potential for digitalisation.
- Upgrade employee intranet using CXM workflow to make internal processes digital.