

Swaffham Town Council**SENIOR MANAGEMENT – OUT OF OFFICE SAFETY PROCEDURE**

The Senior Managers are: The Town Clerk, Deputy Clerk and Works Manager, as they all Line Manage Staff; the Office Administrator completes the Senior Management Team, as there can be temporary management responsibility in the absence of some of the Senior Managers.

As a rule:

- There should only be two of the Senior Managers away from the workplace at any one time *i.e. two out of Richard, Claire or Graham.*
- There should only be two of the four Office staff away from the workplace at any one time *i.e. two out of Richard, Claire, Hannah and Kerry.*
- There should only be two of the four Senior Management Team away from the workplace at any one time *i.e. two out of Richard, Claire, Hannah and Graham.*
- There should only be two of the four Outside staff away from the workplace at any one time *i.e. two out of Graham, Kevan, Terry and Gerald.*

Both outside and inside staff need to manage their time off, their training, and their cover for the work that they normally do, this includes Colin as Market Superintendent.

Exceptions to the rule:

There may be certain circumstances that can dictate exceptions to the rule, it is for the staff to manage matters to the best of their ability in the absence of Senior Staff, under any circumstances, as it is difficult to predict every eventuality.

Who is in charge?

If the Town Clerk is out of the Office, the Deputy Clerk assumes full control of staffing issues, and has all the decision-making authority delegated to the Town Clerk.

If the Town Clerk and Deputy Clerk are both out of the office, then the Works Manager has temporary management control, assisted and supported by the Office Administrator.

Temporary Management Control means – decisions can be taken to close the office or a facility managed by the Council, if necessary, following discussion with office staff.

Assisting and Supporting, means that in the office environment, the Office Administrator assumes the role of Fire Warden, and takes a Lead in the event of an emergency, if the Works Manager is not on site. It does not mean Line Management, as the Office Administrator and Receptionist are equally tasked to carry out their jobs as normal in the absence of the Town Clerk and Deputy Clerk.

Examples of an Emergency

If the staff are under threat or feel under threat; sudden illness; family crisis; family bereavement; member of public causing a scene in reception or any other emergency

Exceptions:

In certain circumstances, any of the above may dictate that the office has to be closed by Hannah and Kerry immediately.

If that is the case, then the Works Manager must be informed as soon as possible.

(If not contactable, phone or text Town Clerk or Deputy Clerk Mobile)

Town Clerk Mobile 07920 772480

Deputy Clerk Mobile 07940 577776