**Proposal to the Staffing Committee**

**Subject:** Request for  extension  of Additional Administrative Support  
**Presented by:** [Town Clerk]

**1. Purpose of the Proposal**

To seek the Staffing Committee’s approval to provide **additional administrative support** within the Council office in order to meet current operational demands, support professional development, and ensure the successful delivery of key strategic projects.

**2. Background**

The Council is currently managing a significantly increased workload across both statutory functions and strategic initiatives. Administrative resources are currently stretched, and capacity issues are beginning to impact service delivery, project timelines, and staff wellbeing.

**3. Key Drivers for Additional Support**

**a. Clerk’s CiLCA Training Requirement**

The Town Clerk is expected to undertake and complete the **Certificate in Local Council Administration (CiLCA)**. This is a nationally recognised qualification essential for ensuring the Council operates lawfully and efficiently.  
Completion requires dedicated time and focus away from routine duties. Without additional support, it will be difficult for the Clerk to progress with the qualification while maintaining service levels.

**b. Ongoing and Upcoming Strategic Projects**

The Council is actively engaged in several major projects that require ongoing administrative input, including:

* **Potential move to Victoria Hall** - management and redevelopment
* **Shared Prosperity Fund (SpF)** allocation, planning, and compliance
* Strategic **review and updating of the asset register**
* Maintenance of **regulatory compliance** across Council operations and property
* Development of a **long-term strategic plan** for future projects and investments
* Planning and delivery of **community events**

These initiatives are complex and time-sensitive, and cannot be delivered effectively with current staffing levels.

**4. Risks of Inaction**

If no additional support is provided, the Council faces the following risks:

* Delay in completion of the Clerk’s CiLCA qualification
* Reduced quality or timeliness in project execution
* Inadequate compliance tracking or reporting
* Increased stress and potential burnout among current staff
* Reputational damage due to reduced service levels and public engagement

**5. Proposed Solution**

It is proposed that the Council extends the contract for a further six months for Melanie Palmer  — to continue to assist with day-to-day operational duties and higher-level project and compliance work.

This would be a flexible, cost-effective measure to ensure continuity of service while addressing both short-term demands and longer-term strategic priorities.

**6. Financial Implications**

While there would be associated costs with engaging additional support, these are expected to be offset by:

* Reduced overtime and reliance on ad-hoc external help
* Prevention of delays in funding-related projects (e.g., SpF)
* Improved staff retention and morale
* Long-term benefit of achieving a CiLCA-qualified Clerk

**7. Recommendation**

That the Staffing Committee:  
**Approve the provision of additional administrative support** to assist the Clerk and office team in meeting the current and forecasted workload, enabling effective delivery of projects and completion of CiLCA training.