



People and Place
Customer Services
Business Development Manager

1.000000000

BAND10

People and Place Customer Services

Customer Service Centre Digital Communications Officer

1.00000000

BAND05

People and Place Customer Services

Service Analyst Customer Service Centre

1.000000000

BAND05

People and Place Customer Services Insight and Demand Manager

.937931034

BAND07

People and Place Customer Services Service Analyst Customer Service Centre

1.000000000

BAND05

People and Place Customer Services

Customer Service Centre Development Officer

1.000000000



People and Place
Customer Services
Customer Service Centre Development Officer

1.000000000

BAND07

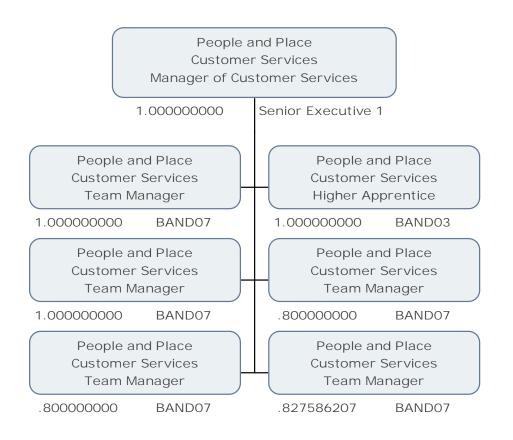
People and Place Customer Services Quality Assurance Officer

1.000000000



People and Place **Customer Services** Insight and Demand Manager .937931034 BAND07 People and Place People and Place **Customer Services Customer Services** Customer Service Advisor (Tier 1) Customer Service Advisor (Tier 1) 1.000000000 BAND03 1.000000000 BAND03 People and Place People and Place **Customer Services Customer Services** Customer Service Advisor (Tier 1) Customer Service Advisor (Tier 1) 1.000000000 BAND03 1.000000000 BAND03 People and Place People and Place **Customer Services Customer Services** Customer Service Advisor (Tier 2) Customer Service Advisor (Tier 2) BAND04 1.000000000 1.000000000 BAND04 People and Place People and Place **Customer Services Customer Services** Customer Service Advisor (Tier 1) Customer Service Advisor (Tier 1) .496551724 BAND03 .600000000 BAND03 People and Place People and Place **Customer Services Customer Services** Customer Service Advisor (Tier 1) Customer Service Advisor (Tier 1) BAND03 .551724138 .496551724 BAND03 People and Place **Customer Services** Customer Service Advisor (Tier 1) .586206897 BAND03







People and Place **Customer Services** Team Manager 1.000000000 BAND07 People and Place People and Place **Customer Services Customer Services** Customer Service Advisor (Tier 2) Customer Service Advisor (Tier 2) 1.000000000 BAND04 1.000000000 BAND04 People and Place People and Place **Customer Services Customer Services** Customer Service Advisor (Tier 2) Customer Service Advisor (Tier 2) 1.000000000 BAND04 1.000000000 BAND04 People and Place People and Place **Customer Services Customer Services** Customer Service Advisor (Tier 2) Customer Service Advisor (Tier 2) 1.000000000 BAND04 1.000000000 BAND04 People and Place People and Place **Customer Services Customer Services** Customer Service Advisor (Tier 2) Customer Service Advisor (Tier 2) BAND04 1.000000000 BAND04 .758620690 People and Place People and Place **Customer Services Customer Services** Customer Service Advisor (Tier 2) Customer Service Advisor (Tier 2) BAND04 .827586207 .800000000 BAND04 People and Place People and Place **Customer Services Customer Services** Customer Service Advisor (Tier 2) Customer Service Advisor (Tier 2) .896551724 BAND04 BAND04 .758620690



People and Place **Customer Services** Team Manager BAND07 1.000000000 People and Place People and Place **Customer Services Customer Services** Customer Service Advisor (Tier 2) Customer Service Advisor (Tier 2) BAND04 1.000000000 BAND04 1.000000000 People and Place People and Place **Customer Services Customer Services** Customer Service Advisor (Tier 1) Customer Service Advisor (Tier 1) 1.000000000 BAND03 1.000000000 BAND03 People and Place People and Place **Customer Services Customer Services** Customer Service Advisor (Tier 2) Customer Service Advisor (Tier 2) 1.000000000 BAND04 1.000000000 BAND04 People and Place People and Place **Customer Services Customer Services** Customer Service Advisor (Tier 2) Customer Service Advisor (Tier 2) 1.000000000 BAND04 000000008. BAND04 People and Place People and Place **Customer Services Customer Services** Customer Service Advisor (Tier 1) Customer Service Advisor (Tier 1) .358620690 BAND03 BAND03 .358620690 People and Place People and Place **Customer Services Customer Services** Customer Service Advisor (Tier 1) Customer Service Advisor (Tier 2) BAND03 BAND04 .400000000 .800000000 People and Place **Customer Services** Customer Service Advisor (Tier 2) .600000000 BAND04



People and Place **Customer Services** Team Manager .800000000 BAND07 People and Place People and Place **Customer Services Customer Services** Customer Service Advisor (Tier 2) Customer Service Advisor (Tier 2) 1.000000000 BAND04 1.000000000 BAND04 People and Place People and Place **Customer Services Customer Services** Customer Service Advisor (Tier 2) Customer Service Advisor (Tier 2) 1.000000000 BAND04 1.000000000 BAND04 People and Place People and Place **Customer Services Customer Services** Customer Service Advisor (Tier 2) Customer Service Advisor (Tier 2) BAND04 1.000000000 1.000000000 BAND04 People and Place People and Place **Customer Services Customer Services** Customer Service Advisor (Tier 2) Customer Service Advisor (Tier 2) .455172414 BAND04 .758620690 BAND04 People and Place People and Place **Customer Services Customer Services** Customer Service Advisor (Tier 2) Customer Service Advisor (Tier 2) BAND04 .400000000 .579310345 BAND04 People and Place **Customer Services** Customer Service Advisor (Tier 2) .600000000 BAND04



People and Place **Customer Services** Team Manager .800000000 BAND07 People and Place People and Place **Customer Services Customer Services** Customer Service Advisor (Tier 1) Customer Service Advisor (Tier 1) 1.000000000 BAND03 1.000000000 BAND03 People and Place People and Place **Customer Services Customer Services** Customer Service Advisor (Tier 1) Customer Service Advisor (Tier 1) 1.000000000 BAND03 1.000000000 BAND03 People and Place People and Place **Customer Services Customer Services** Customer Service Advisor (Tier 2) Customer Service Advisor (Tier 1) BAND04 1.000000000 .600000000 BAND03 People and Place People and Place **Customer Services Customer Services** Customer Service Advisor (Tier 1) Customer Service Advisor (Tier 1) .413793103 BAND03 .413793103 BAND03 People and Place People and Place **Customer Services Customer Services** Customer Service Advisor (Tier 1) Customer Service Advisor (Tier 1) BAND03 .400000000 .400000000 BAND03 People and Place **Customer Services** Customer Service Advisor (Tier 1) .500137931 BAND03



People and Place **Customer Services** Team Manager .827586207 BAND07 People and Place People and Place **Customer Services Customer Services BBC** Apprentice Customer Service Advisor (Tier 1) BAND01 1.000000000 1.000000000 BAND03 People and Place People and Place **Customer Services Customer Services** Customer Service Advisor (Tier 1) Customer Service Advisor (Tier 1) 1.000000000 BAND03 1.000000000 BAND03 People and Place People and Place **Customer Services Customer Services** Customer Service Advisor (Tier 2) Customer Service Advisor (Tier 1) 1.000000000 BAND04 .379310345 BAND03 People and Place People and Place **Customer Services Customer Services** Customer Service Advisor (Tier 1) Customer Service Advisor (Tier 1) .606896552 BAND03 .600000000 BAND03

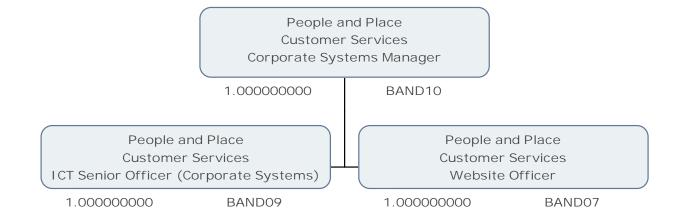


People and Place **Customer Services** Manager of Information and Communication Technology Senior Executive 2 1.000000000 People and Place People and Place **Customer Services Customer Services** Principal Emergency Planning and Business Continuity Advisor Corporate Systems Manager 1.000000000 BAND10 1.000000000 BAND10 People and Place People and Place **Customer Services Customer Services** ICT Business Relationship Manager ICT Senior Officer (Infrastructure) 1.000000000 1.000000000 BAND09 BAND10



People and Place **Customer Services** Principal Emergency Planning and Business Continuity Advisor 1.000000000 BAND10 People and Place People and Place **Customer Services Customer Services** ICT Apprentice (Customer Support) **Emergency Planning Officer** 1.000000000 BAND01 1.000000000 BAND06 People and Place People and Place **Customer Services Customer Services** ICT Analyst (Customer Support) ICT Analyst (Customer Support) 1.000000000 BAND06 1.000000000 BAND06 People and Place **Customer Services** ICT Technician (Customer Support) BAND04 1.000000000







People and Place **Customer Services** ICT Senior Officer (Corporate Systems) 1.000000000 BAND09 People and Place People and Place **Customer Services Customer Services** ICT Analyst (Corporate Systems) ICT Analyst (Corporate Systems) 1.000000000 BAND06 1.000000000 BAND06 People and Place People and Place **Customer Services Customer Services** ICT Analyst (Housing) ICT Analyst (Housing) 1.000000000 BAND06 1.000000000 BAND06 People and Place People and Place **Customer Services Customer Services** ICT Senior Analyst (Corporate Systems) ICT Senior Analyst (Corporate Systems) BAND07 BAND07 1.000000000 1.000000000 People and Place People and Place **Customer Services Customer Services** ICT Senior Analyst (Corporate Systems) ICT Senior Analyst (Corporate Systems) 1.000000000 BAND07 1.000000000 BAND07 People and Place People and Place **Customer Services Customer Services** ICT Senior Analyst (Corporate Systems) ICT Technician (Corporate Systems) 1.000000000 1.000000000 BAND07 BAND05 People and Place **Customer Services** ICT Technician (Corporate Systems) .600000000 BAND05



People and Place Customer Services ICT Business Relationship Manager

1.000000000

BAND10

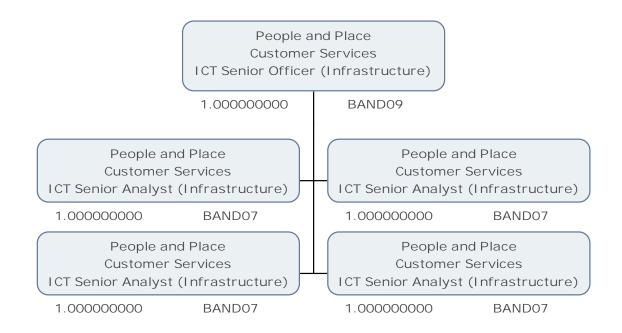
People and Place
Customer Services
ICT Business Analyst (Business Relationship Team)

People and Place Customer Services

ICT Business Support Officer (Business Relationship Team)

1.000000000 BAND07 1.000000000 BAND06







People and Place Customer Services Service Manager Revenue and Business Support

1.000000000

Senior Executive 2

People and Place
Customer Services
Senior Billing and Benefits Officer

1.000000000

BAND07

People and Place Customer Services Operations Manager - Revenues

1.000000000

BAND10

People and Place Customer Services Senior Subsidy and Welfare Finance Officer

.827586207



People and Place **Customer Services** Senior Billing and Benefits Officer 1.000000000 BAND07 People and Place People and Place **Customer Services Customer Services** Billing and Benefits Officer Revenues and Benefits Training Officer 1.000000000 BAND05 1.000000000 BAND06 People and Place People and Place **Customer Services Customer Services** Senior Billing and Benefits Officer Senior Quality and Appeals Officer 1.000000000 BAND07 1.000000000 BAND07 People and Place People and Place **Customer Services Customer Services** Revenues and Benefits Analyst Senior Billing and Benefits Compliance Officer BAND07 BAND07 .717241379 .496551724

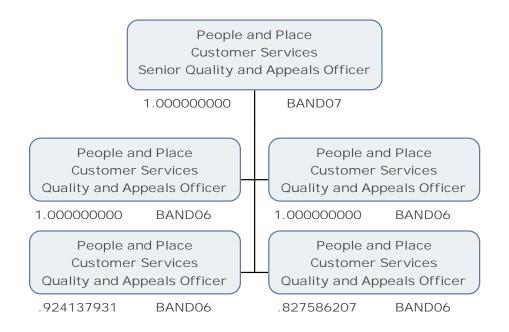


People and Place **Customer Services** Billing and Benefits Officer 1.000000000 BAND05 People and Place People and Place **Customer Services Customer Services** Billing and Benefits Officer Billing and Benefits Officer 1.000000000 BAND05 1.000000000 BAND05 People and Place People and Place **Customer Services Customer Services** Billing and Benefits Officer Billing and Benefits Officer 1.000000000 BAND05 1.000000000 BAND05 People and Place People and Place **Customer Services Customer Services** Trainee Billing and Benefits Officer Welfare Finance Officer 1.000000000 BAND03 1.000000000 BAND05 People and Place People and Place **Customer Services Customer Services** Billing and Benefits Officer Billing and Benefits Officer .40000000 BAND05 .40000000 BAND05 People and Place **Customer Services** Billing and Benefits Officer .600000000 BAND05



People and Place **Customer Services** Senior Billing and Benefits Officer 1.000000000 BAND07 People and Place People and Place **Customer Services Customer Services** Billing and Benefits Officer Billing and Benefits Officer 1.000000000 BAND05 1.000000000 BAND05 People and Place People and Place **Customer Services Customer Services** Billing and Benefits Officer Billing and Benefits Officer 1.000000000 BAND05 1.000000000 BAND05 People and Place People and Place **Customer Services Customer Services** Billing and Benefits Officer Billing and Benefits Officer 1.000000000 BAND05 1.000000000 BAND05 People and Place People and Place **Customer Services Customer Services** Billing and Benefits Officer Billing and Benefits Officer BAND05 BAND05 1.000000000 1.000000000 People and Place People and Place **Customer Services Customer Services** Billing and Benefits Officer Billing and Benefits Officer .482758621 BAND05 .765517241 BAND05







People and Place Customer Services Revenues and Benefits Analyst

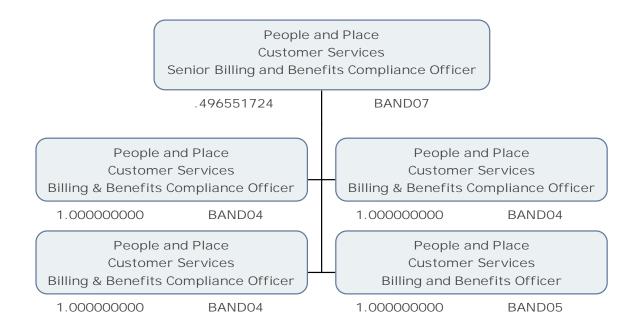
.717241379

BAND07

People and Place Customer Services Graduate Trainee

1.000000000







People and Place Customer Services Operations Manager - Revenues

1.000000000

BAND10

People and Place Customer Services Senior Revenues Officer

1.000000000



People and Place **Customer Services** Senior Revenues Officer 1.000000000 BAND07 People and Place People and Place **Customer Services Customer Services** Revenues and Benefits Visiting Officer Revenues and Benefits Visiting Officer 1.000000000 BAND05 1.000000000 BAND05 People and Place People and Place **Customer Services Customer Services** Revenues and Benefits Visiting Officer Revenues Officer (Council Tax) 1.000000000 BAND05 1.000000000 BAND05 People and Place People and Place **Customer Services Customer Services** Revenues Officer (Council Tax) Revenues Officer (Council Tax) 1.000000000 BAND05 1.000000000 BAND05 People and Place People and Place **Customer Services Customer Services** Revenues Officer (Council Tax) Revenues Officer (Council Tax) 1.000000000 BAND05 1.000000000 BAND05 People and Place People and Place **Customer Services Customer Services** Revenues Officer (Council Tax) Revenues Officer (Council Tax) 1.000000000 BAND05 1.000000000 BAND05 People and Place People and Place **Customer Services Customer Services** Revenues Officer (NNDR) Revenues and Benefits Visiting Officer 1.000000000 BAND05 .503448276 BAND05 People and Place People and Place **Customer Services Customer Services** Revenues Officer (Council Tax) Revenues Officer (Council Tax) .800000000 BAND05 .800000000 BAND05 People and Place **Customer Services** Revenues Officer (NNDR) .772413793 BAND05



