Chapter 16 - Activity Based Management (ABM)

Introduction

1. As managers, both the Work Coach Team Leader and the Jobcentre Customer Service Manager will need to ensure the correct information about resource for your jobcentre team is fed into Activity Based Management (ABM) and it is essential that this information is accurate.

What is Activity Based Management (ABM)

2. Activity Based Management (ABM) is one of the data sources that can give both Work Coach Team Leaders and Jobcentre Customer Service Manager MI on how your jobcentre and your team are performing in an easy to understand format.

3. ABM is a full cost system that reflects the whole cost of running Jobcentre Plus. ABM works by using expenditure, volumes and FTEs (full time equivalent staff) to produce monthly unit costs and productivity information for a range of activities and outputs within Jobcentre Plus.

4. The aim of ABM is to provide a decision support tool to assist managers in making informed decisions on resource deployment and understanding their cost base.

5. As your colleagues will use ABM at all levels to examine staff deployment, productivity and unit costs, it is vital that information regarding people (FTE) and their job roles are correctly recorded. The following RM Job Aids provide guidance to help staff understand how to:

- view their own ABM activities on RM.
- input new ABM activities on RM for a member of staff.
- change ABM activities on RM for a member of staff
6. Any member of staff working overtime must also complete a section on RM stating what activities they performed on overtime to ensure that ABM staffing data accurately reflects resource deployment that has been paid for. The RM Job Aids on how to claim and approve overtime can be used to help with this.
7. Both Work Coach Team Leaders and Jobcentre Customer Service Manager should be familiar with the ABM Activity Definitions and be able to cross-reference them with job roles in the organisation to ensure they complete returns accurately.
8. Further information and guidance on ABM and how to use it can be found on the ABM Intranet Site.