

Appendix F

Fluency duty - Public-facing roles

Members of staff who, as a regular and intrinsic part of their role, are required to speak to members of the public in English are considered as working in a public-facing role.

The following roles within Boston Borough Council have been determined as meeting the requirements of the Immigration Act 2016 fluency duty:

The degree of interaction with the public needs to be regular and planned to be an intrinsic part of the job role, as defined in a job description or in clear occupational goals.

Members of staff who occasionally speak to the public as they carry out their duties are not considered to be working in public-facing roles as discussions with the public are not a regular or intrinsic part of their role.

'Members of the public' should be given its usual dictionary meaning as members of the general population.

When determining whether a role is public-facing or not, consider the following aspects of the work:

- is there a business need for interaction with the public;
- what is the frequency and form of this interaction;
- what is the level of service quality and responsiveness expected by the public;
- what is the proportion of the role which would require spoken interaction with members of the public;
- what is the nature of the role; and
- is English language the primary language required for the role?

Confirmed by	Department	Position Name
<i>(Confirmed)</i>	Election	Deputy Returning Officer
	Election	Election workers - Query
	Election	Returning Officer
<i>Martin Potts</i>	Bereavement & Cleaning	Principal Officer Bereavement & Cleaning
	Bereavement & Cleaning	Operations Supervisor Bereavement & Cleaning
	Bereavement & Cleaning	Cremator Operator
	Bereavement & Cleaning	Bereavement Services Assistant
	Bereavement & Cleaning	Building Caretaker/ Head Building Caretaker
	Bereavement & Cleaning	Public Convenience Attendant
<i>Matt Fisher</i>	Operations Administration	Operations Manager
	Operations Administration	Operations Supervisor
	Operations Administration	Environment Education & Enforcement
	Operations Administration	Garden Waste Administrator
	Operations Administration	Operations Administrator
	Operations Administrator	Operations Apprentice
	Street Scene	Park Warden
	Refuse & Cleansing	Refuse Driver
	Refuse & Cleaning	Refuse Operative
	Street Scene	Town Centre Maintenance - Dog Warden
<i>Peter Hunn</i>	Community Safety & Development	Community Safety Manager
	Community Safety & Development	CCTV Manager
	Community Safety & Development	CCTV Operator
	Community Safety & Development	Community Safety Apprentice
	Community Safety & Development	Anti Social Behaviour Officer
	Community Safety & Development	Community Safety Partnership Officer
	Community Safety & Development	Community Safety Support Officer
	Community Safety & Development	Emergency Planning/ Business Continuity Officer
	Community Safety & Development	Local Communities Officer
	Community Safety & Development	Neighbourhood Projects Officer

Confirmed by	Department	Position Name
<i>Alison Means</i>	Environmental Health	Principal Environmental Health Officer
	Environmental Health	Environmental Health Manager
	Environmental Health	Environmental Health Officer
	Environmental Health	Environmental Health Support Assistant
	Environmental Health	Environmental Health Technician
	Environmental Health	Student Environmental Health Officer
	Environmental Health	Environmental Health Support Officer
	Environmental Health	Food Safety Officer
<i>Stuart Horton</i>	Housing	Principal Housing Strategy Officer
	Housing	Housing Advice Officer
	Housing	Housing Enforcement Officer
	Housing	Housing Needs Support Officer
	Housing	Senior Housing Officer - Advice
	Housing	Senior Housing Officer - Private Sector
<i>Suzanne Rolfe</i>	Business Support & Transformation	Business Transformation Officers
	Business Support & Transformation	Business Support Officer
	Business Support & Transformation	Transformation & Governance Manager
<i>Andrew Malkin</i>	Communications	Communications Manager
	Communications	Designer & Communications Assistant
	Communications	Communications Apprentice
<i>Becky Gardner</i>	People Services	Health & Safety Advisor
	People Services	People Services Administrator
	People Services	Payroll & People Services co-ordinator
	People Services	People Services Manager
<i>Luke Skerritt</i>	Arts & Heritage & Tourism	Principal Museum Arts & Heritage Officer
	Arts & Heritage & Tourism	Museum Officer
	Arts & Heritage & Tourism	Tourism & Visitor Services Assistant
<i>Ian Farmer</i>	Partnership & Sustainability	Environment & Sustainability Officer
	Partnership & Sustainability	Partnership & Sustainability Manager
Richard Tweddell	Property Services	Property Services Manager
	Property Services	Property Services Officer
	Property Services	Property Services Assistant

Confirmed by	Department	Position Name
<i>Dave Horry</i>	GMLC	Leisure Pool Manager
	GMLC	Admin Assistant
	GMLC	Duty Officer
	GMLC	Fitness Instructor
	GMLC	Leisure Attendant
	GMLC	Receptionist - GMLC
	GMLC	Swimming Instructor
	Sports & Play Development	Play & Physical Activity Officer
<i>Kristina Willoughby</i>	Town Centre Services	Civil Enforcement Officer
	Town Centre Services	Markets Officer
	Town Centre Services	Town Centre Services Apprentice – <i>May need adding at some point - KW</i>
	Town Centre Services	Town Centre Services Manager
	Town Centre Services	Town Centre Services Officer
	Town Centre Services	Administration Assistant – Town Centre Services
<i>Michelle King</i>	Customer Services	Customer Advisor
	Customer Services	Customer Services Apprentice
	Customer Services	Customer Services Manager
<i>Lorraine Bush</i>	Democratic Services	Administrative/Visiting Officer
	Democratic Services	Civic & Member Services Officer
	Democratic Services	Democratic Services Manager
	Democratic Services	Electoral Services Officer
	Democratic Services	Mayor's Officer
	Democratic Services	Democratic Services Officer
	Democratic Services	Senior Democratic Services Officer
<i>Paul Edwards</i>	Development Control	Development Control Apprentice
	Development Control	Development Control Manager
	Development Control	Planning Information Officer
	Development Control	Planning Officer
	Development Control	Planning Services Support Assistant
	Development Control	Planning Services Support Supervisor
	Development Control	Senior Enforcement Officer
	Development Control	Senior Planning Officer

Confirmed by	Department	Position Name
<i>Fiona White</i>	Land Charges & Licensing	Land Charges & Licensing Assistant
	Land Charges & Licensing	Land Charges & Licensing Officer
	Land Charges & Licensing	Land Charges Assistant
	Land Charges & Licensing	Licensing & Systems Development Officer
	Land Charges & Licensing	Principal Land Charges & Licensing Officer
<i>Paul Smith</i>	Building Control	Assistant Building Control Surveyor
	Building Control	Building Control Support Assistant
	Building Control	Building Control Support Officer
	Building Control	Building Control Surveyor
	Building Control	Principal Building Control Officer
<i>Debbie Holland</i> <i>CC Sarah Hardy</i>	Accountancy	Accountancy Manager – Capital & Treasury
	Accountancy	Accountancy Assistant - Budget
	Accountancy	Accountancy Assistant - Exchequer
<i>Kelly Clarke</i>	Credit Control	Business Rates Assurance Manager
	Credit Control	Credit Control Manager
	Credit Control	Credit Control Officer
	Credit Control	Credit Control Officer - Business
	Credit Control	Credit Control Officer - Debtors
	Credit Control	Credit Control Officer Allpay
	Credit Control	Credit Control Supervisor
<i>Tracey Manton</i>	Revenues & Benefits	Council Tax & Benefits Manager
	Revenues & Benefits	Council Tax & Benefits Officer
	Revenues & Benefits	Council Tax & Benefits Supervisor - Resourcing
	Revenues & Benefits	Council Tax & Benefits Apprentice
<i>???</i>	Corporate Management Team	Chief Executive/ Director
	Corporate Management Team	Strategic Director Resources
	Corporate Management Team	Corporate Director
	Corporate Management Team	Heads of Service
	Corporate Management Team	Executive Assistant to CMT
<i>???</i>	Economic Development	Economic Development Manager
<i>???</i>	Paul Edwards	Local Plan and Plan Policy