



Job Description: Council Services Administrator – two positions available (job share)

Grade: NJC SCP 4 (£18,933), (2021 NJC pay rise pending) plus annual pay rise as awarded by the NJC and Local Government Pension Scheme
Hours of Work: 19 hours per week over three days, worked in agreement with the Town Clerk and job share colleague.
Leave Entitlement: 22 days per annum, plus public holidays (pro rata).
Responsible to: Town Clerk

Purpose of the Role

Delivering Council Services to the public and clients as part of a highly effective and professional multiskilled council service team. Proactively manage and resolve a wide range of public and client issues through multiple channels e.g. face-to-face, telephone, letter, email and other forms of communication.

Service areas:

- Public and Reception;
- Marketing;
- Tourism;
- Performance Organisations and Carnival Clubs;
- Events;
- Businesses;
- Tenants and Leaseholders; and
- Cemeteries

Main Responsibilities and Key Tasks:

- Work closely with Bridgwater Town Council colleagues and staff from partner agencies to maximise the effective use of the Town Council properties;
- Work with staff and contractors to ensure the smooth running of the properties and proper maintenance of the facilities and oversee the improvement to the quality of the facilities. Liaise with contractors, BTC staff, and others regarding building issues;
- Manage the resources of the properties to generate income. Identify and secure external funding to improve the properties;
- Promote the Town Hall through marketing. Develop partnerships with organisations throughout area to promote and make best use of the Town Hall;
- Ensure that health and safety policies and procedures including the production of risk assessments, regular health and safety audits and checks are in place and implemented for all Properties;
- In consultation with the lead practitioners produce / review and update policies and procedures relating to the running of the properties as necessary;

- Work with the Finance Assistant to manage the financial systems and controls relating to the operation of the properties including banking, income generated from hiring's and entrance fees;
- Produce letting agreements and monitor project users and organisations hiring the premises to ensure all people/organisations have letting agreements/contracts and insurance in place. With the Town Clerk regularly review the lettings/hiring charges and policies and procedures;
- To attend the Premises Committee meetings (usually every third month on Wednesday mornings) when necessary to produce update reports and to take the minutes;
- To liaise with leaseholders and users to discuss and monitor energy efficiency, standard of hygiene, cleanliness and security;
- Assist when necessary in the planning and arranging of civic functions, community events and corporate receptions.
- To assist with the planning and promotion of Town Council events;
- Providing information and directions to visitors who call at reception, as well as supplying information by telephone, letter or email;
- Keep public notice boards and leaflet dispensers in the reception area up to date and well stocked;
- Ordering and displaying a wide range of brochures and leaflets from hotels, tourist attractions, shops, restaurants and leisure facilities;
- Selling tickets, for example for coaches, theatre performances, places to visit and sightseeing tours;
- Selling items such as maps, books, postcards and souvenirs;
- To undertake such other reasonable duties of an equivalent nature as the Council may require from time to time;
- Carry out a range of other related duties e.g. making service bookings, taking and processing payments;
- Actively develop and maintain an extensive working knowledge of Council services and procedures;
- Work with other team members to organise and manage workloads effectively, ensuring that all performance standards and targets are achieved;
- Access and accurately update all relevant information systems, both public and client back office;

- Maintain confidentiality in line with agreed policy and relevant data protection legislation;
- To support the continuous improvement of processes and procedures within the service using best practice from others where appropriate;
- To provide support for the escalation of service issues; and
- Any other reasonable duties of a similar nature requested by Management.

Other responsibilities

- To attend training courses on the work and role as required;
- To undertake specific projects from time to time at the request of the Town Clerk; and
- To undertake such other responsibilities and functions as may be required from time to time by the Council commensurate with the duties and responsibilities of the post.

General

This job description forms part of your contract of employment.

The responsibility for the smooth running of the Council is incumbent on all members of staff. At certain times – when colleagues are absent or during periods of seasonal or high workloads, for instance - you will be expected to help with or take on additional duties and responsibilities that are in line with the grade and purpose of this role.

The post-holder has personal responsibility for safety in accordance with Health & Safety legislation and Council policies. As such, Bridgwater Town Council has a zero-tolerance policy on drugs. Where staff are using machinery (such as, grounds maintenance and cemeteries works) random drug testing is in place.

The post-holder will be expected to behave in a sustainable and ethical way; and to spend public funds wisely.

You will be expected to liaise and work with all other colleagues - with the emphasis being on teamwork; helping others in covering holiday periods, sickness and any other contingencies when necessary.

Members of staff are to abide by and promote equalities within Bridgwater Town Council as outlined in the NJC Pay & Conditions of Service and Council's Policies.

You should be committed to the Council's Equal Opportunities Policy and to ensure equality of opportunity in service delivery.

This job is reflective of the current position and is subject to review and alteration in detail and emphasis in the light of future changes or development.

June 2021