



# PADSTOW TOWN COUNCIL

## Job Description

<b>Job Title:</b>	Council Support Officer
<b>Salary/Scale:</b>	£24,054-27,344 (SCP 11-18)
<b>Hours:</b>	37 hours per week – Monday to Friday <i>[Role will involve cover from time-to-time for evening meetings (usually Tuesdays) and assistance with Council events (may on occasion involve a weekend day)]</i>
<b>Responsible to:</b>	Town Clerk
<b>Other Information:</b>	Full time/permanent position
<b>Benefits:</b>	Local Government Pension Scheme Holiday and Sickness Pay Long Service Award Scheme Staff Parking

### **Overall:**

To provide support and assistance in the general running and administration of the Town Council. Being the first point of contact to the Council, either in person on reception or by telephone and monitoring the Council's generic email inbox and providing an efficient and courteous response.

### **Key Responsibilities:**

To be responsible for, and be the administrator of, any booking facility in respect of any Council service, facility, or event, dealing with any customer queries and ensuring the facility is ready for such booking.

To be responsible for managing stock levels in respect of office stationery and placing orders, as and when required.

To be responsible for the administration and issuing of Council's annual parking permits (free and paid).

Advertising and preparing relevant paperwork for annual parking space tender and any other tender opportunity from time-to-time in line with Council Policy.

To manage the Mayor's diary, which also includes making necessary arrangements for the Mayor in respect of Mayor's flower presentations.

To manage the office diary, proactively booking in regular matters such as agenda despatch dates, annual inspections etc

To be responsible for the administrative aspect of the Council's planning processes, which include maintaining the Council's planning register, preparing draft planning agendas following receipt of new applications, application responses and details on enforcement. As well as sending information to Councillors relating to items for discussion as per Council Policy.

Maintaining Council records, which includes training logs, Councillor absence, toilet cleaning, car park machines and annual leave logs.

Being responsible for the Council's noticeboards, ensuring they are updated with the relevant information and old information is removed.

**Supporting Role:**

To be the first point of contact, providing support and assistance for community services/events being offered by the Council or in partnership with another organisation, such as Wadebridge Food Bank, CAB, NHS (to name but a few).

To provide assistance with arrangements of any meetings of the Council such as setting it up and down, refreshments, copy of paperwork, booking of any other meeting space outside of the Council office and assisting at such meetings as may be required, from time to time, in the role of minute taker.

To be the first point of contact in the handling of any land use or film requests.

To provide assistance in arranging any community event or occasion, as and when required.

To liaise with suppliers and contractors to obtain quotations for work and place orders, as directed.

To provide general administrative support including photocopying, typing and filing. This to include the regular administration of Council's agendas and papers, as well as staff rotas and worksheets.

To provide support in the administration of community grants, which includes chasing any missing information and advertising the grants scheme to the public.

To provide administrative support as well as research in respect of the Council's burials and memorials.

To undertake research in a particular matter and draft report on the same with the relevant officer for Committee or Council consideration.

To provide support in the day-to-day management of information to be shared with the community on all platforms such as Facebook, Twitter, Council website etc.

To undertake the regular uploading of information on the Council website to include agendas, minutes, financial information (to name but a few).

To undertake other tasks as delegated by the Town Clerk, from time-to-time and to undertake such duties as may be required within the general scope of the job.

**Other**

Being a proactive and supportive team member in assisting as required.

To be aware of your responsibility under Health and Safety law, taking reasonable care of yourself, colleagues, contractors and members of the public whilst at work and you should actively promote a safety culture within the workplace. Working at all times in accordance with the Health and Safety at Work Act 1974 and to follow all company policies, procedures and guidelines.

To maintain confidentiality and discretion around Council business where appropriate.

To adhere to at all times the policies and instructions of the Council.

To undertake any other duties required by the Council for the role.

To undertake Health and Safety and other training courses as necessary and required.