

JOB DESCRIPTION

JOB TITLE:	ASSISTANT CLERK
EMPLOYMENT:	Permanent – 15 or 16 hours per week
PAY SCALE:	Starting salary of SCP 13-14 £12.97 to £13.21 per hour (pay award pending)
REPORTS TO:	Town Clerk

Overall Responsibilities

Working in a small team, the Assistant Clerk's general responsibilities are to support the Town Clerk in their duties and to ensure the smooth running of the Town Council. Specific duties include managing allotment tenancies, cemetery and burials, and facilities bookings. Flexibility is key to the post as the workload is very varied.

Working from the council offices, the post holder will often be the first point of contact for enquiries from the public by telephone, email or in person. A proven ability to deal with people in a helpful, pleasant and professional manner is essential.

This is new position and the job description sets out the main duties expected of the role as at the date it was drawn up. These may vary from time to time without changing the general character of the role or the level of responsibility entailed. It is expected, therefore, that the jobholder will undertake any other duties commensurate with the grading of the post.

Duties and Tasks:

General

- Assist the Town Clerk in ensuring that the statutory and other provisions governing or affecting the running of the Council are observed.
- Update the Council's notice boards with current information including putting up the monthly summons and agenda for council meetings.
- Receive correspondence, emails and telephone calls on behalf of the Council and bring such items to the attention of the Town Clerk as required.
- Issue correspondence and emails as a result of the instructions of the Town Clerk, or the known policy of, the Council.
- Assist the Town Clerk with the preparation of papers for meetings of the Full Council and committees as and when required.
- Support the Town Clerk to action all resolutions and recommendations from meetings as directed by the Town Clerk.
- Assist the Town Clerk to identify areas where best practice, and further income generation and cost saving initiatives can be implemented.

- Provide office administration services, such as collating information, photocopying, filing, archiving, and any other similar work.
- Under the direction of the Town Clerk, help deliver the agreed communication strategy including updating the Council website and the community email list.
- Support the delivery of Town Council projects as required, including the organisation of public events.

Specific Duties

- Administer the allotments. This includes: managing the allotment waiting list, issuing new tenancy agreements and invoices for allotment rents, collecting and recording income from such rents and chasing up any outstanding monies.
- Manage the Council's burial ground in accordance with statutory responsibilities. This includes: Liaising with funeral directors and members of the public over arrangements for burials; issuing burial grants, maintaining burial records, and dealing with transfer of grave ownership; managing consents for memorials, and dealing with safety inspections. Issue invoices and collect fees due for cemetery services.
- Manage the bookings calendar for The Westwoods Centre and King George V Playing Field. This includes: dealing with enquiries from the public about the facilities; accepting bookings, recording hirer details and booking requirements accurately; liaising with other staff e.g. Westwoods Caretaker, as required to ensure that the booking can go ahead and that equipment or services requested can be provided (including the bar); providing hirers with all the information they need to use the facilities; issuing invoices to hirers and collecting the sums due.
- Under the direction of the Town Clerk, deliver a programme of planned maintenance for council buildings, in accordance with statutory health and safety requirements.

Requirements

- Take reasonable care for the health and safety of his or herself and of any other person who may be affected by his/her activities.
- Act to preserve and promote the good reputation of the Council in all dealings with the public, community groups and others.
- Attend Council or Committee meetings as required.
- Undertake any other duties the Council may consider appropriate to the post.
- Attend work-related training courses as required by the Council.

Person specification

Factor	Essential	Desirable
Qualifications	Educated to GCSE level or equivalent with minimum of English and Maths GCSE (Grade C).	Qualifications in local council or business administration
Experience	<p>Proven experience in a customer facing role</p> <p>Experience of maintaining administrative records</p>	<p>Experience in the local government sector</p> <p>Experience of cemetery work</p> <p>Experience of working with volunteers</p>
Knowledge / skills	<p>Excellent verbal and written communication skills</p> <p>Proficiency in a range of software including Excel</p> <p>Good financial acumen, with ability to prepare invoices</p> <p>Time management skills with the ability to manage a busy and varied workload.</p> <p>Awareness of data protection laws and confidentiality</p>	<p>An understanding of the law relating to allotments</p> <p>An understanding of the law relating to burials</p>
Personal qualities	<p>Ability to deal calmly and sensitively with customers, sometimes in difficult situations</p> <p>Self-motivated and able to work on your own initiative</p> <p>Committed and enthusiastic about providing high-quality services to the local community</p>	Resourceful and practical approach to problem solving
Other	<p>Willingness to undertake occasional evening and weekend work.</p> <p>Prepared to undertake some lone working</p>	