

BRIDGNORTH TOWN COUNCIL



Job Description & Person Specification	
Post:	Grounds & Services Officer
Hours:	37 hours per week, may include some weekends and evenings
Scale:	Local Government Pay Award Scheme Up to NJC ScP 10 (£26,835)
Staff Management Responsibility:	None
Reporting to:	Town Clerk

Job Description

Job Purpose

To be responsible for the administration of the customer focused services managed and run by the Town Council: burials, allotments, hanging baskets and sponsorship, market and street lighting, etc. To be responsible to the Town Clerk for the smooth running of the Town Council Events. To work with the Town Clerk on the delivery of small environmental projects. To work in a small team to ensure the efficient and affective administration of the Town Council initiatives to achieve its strategic objective while striving to deliver excellent customer service.

The main purpose of the role includes:

- To be responsible for the administrative and record keeping for the customer focus services: burials, allotments, hanging baskets and sponsorship, market and street lighting, etc.
- To be responsible for the development, scheduling, promotion, organisation of all aspects of the town council's events.
- To develop community relationships with volunteers, stakeholders and other community event organisers
- To provide positive communication by updating and producing content for the Town Councils website and social media platforms
- To assist the Town Clerk in the delivery of small environmental projects
- Provide excellent customer service.

Major Tasks

Administration and Record Keeping for the Customer Focus Services

- Services to include burials, allotments, hanging baskets and sponsorship, market and street lighting.
- To maintain all records both electronic and paper form for the customer focus services
- To maintain all cemetery records (burial registers, records of grave spaces, monuments, and keep up to date.
- Day to day operation of Bridgnorth Cemetery:
 - Co-ordinating funeral arrangements with the funeral director and grave digger
 - Maintaining burial records
 - Attendance at funerals as burial officer
 - To ensure all required certificates and legal documents are requested and issued within the timeframe.
- To produce reports to the Town Council regarding Customer focus services
- To produce and process invoices and any other financial paperwork
- To collate contractor risk assessments, method statements and keep up to date records
- To promote the principles of customer care, equality, quality management and good health and safety standards.

Town Council Events

- To support the Town Clerk to manage, develop and ensure the delivery of a diverse calendar of events in Bridgnorth for Bridgnorth Town Council
- To maintain clear records and accessible files of information relating to town council events, budgets, event health & safety, risk assessments, event application forms, road closure applications and all correspondence
- To support community groups to deliver events within the town
- To support the Events Committee with agendas, minutes and actions from the Event Committee meetings
- To ensure there is compliance to statutory requirements and health and safety compliance with high standards maintained at all times
- To support volunteer events within the Town Council owned buildings and open spaces
- To support the strategic aims of the Town Council's events.

Project Delivery

- To support the Town Clerk in the administration and clerical duties for the delivery of small environmental projects and other projects.
- To support the Town Clerk in the purchase of goods and services for the small environmental projects and other projects.
- To support the Town Clerk in the updating of records both in paper format and electronic.
- To support the Town Clerk with reports and provide updates to Full Council on the progress of small projects and other projects.

Administration Support to the Events Committee

- To support the Town Clerk and the Chair of the Events Committee in co-ordinating the administration and clerical duties for the Events Committee. Including supporting agenda setting, minute taking and actions from the minutes of the Events Committee.

Other Duties

- To support the Town Clerk in the delivery of other projects and initiatives which support the initiatives to achieve the strategic objective of the Town Council
- Attend meetings and assist with Town Council events as required.
- Provide cover for other members of staff during illness / holidays, where possible.
- To maintain the stationery supplies including ensuring correct levels of stationery and ordering.
- Provide excellent customer service and signpost enquiries to services provided by partners, the community, or national organisations, etc.

Contacts

- The postholder will be in regular contact with a wide range of, customers, clients, members of the public, local authority, community organisations, and suppliers.
- The postholder will have regular contact with Town Council staff, and Deputy Town Clerk.
- The postholder will have regular contact with the Events Committee.
- The post holder is to work with other team members on a variety of projects and will be expected to take varying levels of responsibility within those areas of work.
- There will be contact with Town Councillors and on a less frequent basis Shropshire Council members.

Creative Work

- The post holder must be able to show imagination and initiative in dealing with enquiries and contact with members of the public, members and stakeholders.
- The post holder must be able to show imagination and initiative when arranging and organising Town Council events.
- The post holder will be responsible for the design and production of range of publicity material for initiatives and projects as directed by the Town Clerk.

Decisions Made

- Decisions regarding the day-to-day management of tasks assigned to the post holder.

Supervisory Responsibility

- The post holder has no direct supervisory responsibility.

Supervision Received

- The post holder is responsible to the Town Clerk who will give advice, guidance, and instructions for the delivery of the smooth and efficient running of the Town Council customer focused services.
- The Town Clerk will monitor the post holder's performance.

Complexity

- The post holder will be required to manage their own time to deliver the tasks and actions assigned to them as part of this role.
- The post holder will be required to adhere to all relevant regulations and codes of practice in respect of burial activities.
- The post holder will need to be flexible and will be required to undertake some occasional evening and weekend work and must be prepared to change their working hours to provide cover in the event of staff holidays or sickness. All of which will be arranged in advance, where possible.

Person Specification

Essential

- 5 GCSE's Grade C or above (to include Maths and English)
- Experience of working in an administrative environment
- Experience in working in an environment that requires sensitivity
- Effective communicator and ability to remain calm to approach highly sensitive situations in a diplomatic and compassionate way
- Excellent attention to detail
- Computer literate including all windows packages
- experience with social media
- Good standard of literacy and numeracy
- Flexibility and working to deadlines

Desirable

- Experience of working with the public
- Experience in updating and maintaining website (Wordpress)
- Experience of health and safety
- Experience in the preparation of meetings preparation, documentation and minute taking
- Experience in database / customer records management systems
- Experience in working in a positive customer service based environment
- Experience in working with and improving internal administration systems

Personal Attributes

- Excellent team worker
- Friendly and approachable
- Able to work on own initiative.
- Problem solver
- Attention to detail

Data Protection and Confidentiality

- During the course of employment, you will have access to data and personal information that must be processed in accordance with the terms and conditions of the Data Protection Act 1984.
- To treat appropriate discussions and information received during the course of the job as confidential.
- During the course of your employment you may see, hear, or have access to information on matters of a confidential nature relating to the work of the Town Council. Under no circumstances should such information be divulged or passed on to any unauthorised person or organisation.

Training

- To attend and undertake any training for the needs of the job.
- To attend ad hoc meetings / communication with line manager.
- To obtain a cemetery and crematorium management qualification

Health & Safety

- Observe and comply with H&S Regulations applicable to the job.

- Observe and comply with H&S Regulations for visitors and other members of staff.

General

- To undertake any tasks, duties and responsibilities as directed by the Town Clerk that are appropriate to the grade and role of the post subject to any reasonable adjustments under the Equality Act 2010.
- To act in accordance with the Town Council's Standing Orders, Financial Regulations and Code of Conduct and to comply with and support all Town Council policies including Equal Opportunities, Data Protection, Freedom of Information and other relevant legislation.
- The post is eligible to become a member of the Shropshire County Pension Scheme.