

JOB DESCRIPTION

Corporate & Community Services Support Officer

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GRADE		LC2 SCP 13-17 30 hours
Responsible To:		Corporate & Communities Senior Officer
Responsible For:		None (other than potential relevant community volunteers or externally funded project staff associated with the role)
Summary	To provide high quality corporate and democratic services support across the whole organisation, to ensure front line staff and members are enabled to deliver the Council's strategic objectives	
<u>Overall Responsibilities:</u>		
<ol style="list-style-type: none">1. To provide corporate and democratic support services to all Council officers and members2. To deliver Civic and Mayoral Events3. To provide specific support to the Council Mayor4. To support in the management of Sandbach Town Council's public image, through the use of Social Media and other IT tools.5. To support & Develop the Council's IT function.6. To be the public interface and first point of contact to the Town Council.		
<u>Specific Responsibilities:</u>		
<ol style="list-style-type: none">1. To provide first point public interface with in-person, telephone and internet callers, dealing sensitively and courteously with all enquiries.2. To provide comprehensive administrative and clerical support service to Councillors and Council's service staff/teams.3. To effectively support the Mayor and maintain the Mayor's diary, ensuring they are aware of all functions and requirements.4. To assist the Corporate & Communities Senior Officer in ensuring the Council has a well organised, up to date and relevant set of policies consistent with its Standing Orders and Financial Regulations5. To lead on preparation and publication of Council's annual report, with input from the clerk and management team and arrange/facilitate annual parish meeting.6. To clerk selected council meetings, produce minutes, submit observations to the relevant bodies to meet deadlines, and undertake follow up duties.7. Liaise with members of the public in relation to their correspondence/grant applications. Answering follow up queries and ensuring they are aware of meeting protocol and date on which members will discuss the item.8. To attend operational meetings and take minutes as requested.9. To provide effective support to the Finance Officer, and during their absence, to ensure that all financial data (manual and electronic) is input and payments processed, as needed.10. To support the Corporate and Communities Senior Officer in marketing		

events and activities and supporting the production and distribution of press material via all media resources.

11. Proactively review media coverage for the Town and share positive, current and relevant news with the community via all relevant media forms and, conversely, identify potential issues and raise with relevant senior officer/management team member for response or action, where needed.
12. To utilise various software formats to prepare formal correspondence, meeting information and for the maintenance of databases and spreadsheets with professional approach and attention to detail.
13. To be the Council's lead on IT administrative matters, liaising with third parties and reporting to Council/Committee as required, taking a pro-active approach to solving issues and ensuring effective IT.
14. To be responsible for the co-ordination, preparation and presentation of formal meeting (council and committee) agendas to a high standard, as directed by the clerk and management team.
15. To create and accurately maintain a range of files relating to council business and within current data protection guidelines.
16. To provide pre-emptive support in regard to Data Protection, information requests and advise Council and its colleagues re. filing to meet all legal GDPR requirements, led by clerk and/or Corporate and Communities Senior Officer.
17. To maintain and improve the Council's website in accordance with Council policy and guidance.
18. To keep noticeboards and Civic/Council advertising up to date at all times, adhering to statutory deadlines.
19. To efficiently manage stationery levels, ensuring supplies are available at all times
20. To support the clerk/Corporate and Communities Senior Officer to ensure all the Council's insurance arrangements are in place, keeping an up to date log and prompting renewals in a timely manner.
21. To promote the Town Council and its work to residents, businesses and visitors.
22. To develop, manage and promote the council's strategic events, services and delivery
23. To maintain and administer clear and accessible files of information related to the post
24. To prepare annual budget estimates and forecasts in consultation with members for approval by Committee in support of the council budget setting process
25. Implement decisions of committees and council (as per scheme of delegation)
26. To Ensure clear and compliant financial administration and reporting, working closely with the Town Clerk and finance officer, including transparency reporting
27. To support the councils internal and external audits through appropriate preparation and provision of information as required
28. To inform review and amendment of council policies relevant to the post and functions
29. To work closely with other Officers to coordinate activities related to operational delivery.
30. To manage the relevant budgets associated with the post primarily the Assets & Services Committee (or its successor(s)) and Events & Community Committee (or its

successor(s)), ensuring compliance with council policies and regulations and maintaining clear records

31. To manage, coordinate and oversee contractors, volunteers, work placements and projects on a regular basis as relevant to the post and function.
32. To ensure and manage the service evaluation process on an ongoing basis and for stand alone for the council as it relates to informing council strategy and service delivery.
33. To research, plan and manage new projects as required.
34. Work with the colleagues in the delivery of the Council's Corporate Strategy goals.
35. To promote the principles of customer care, equality, quality management and good health and safety standards in accordance with the policies and procedures of the Council
36. To carry out all reasonable duties within the competence of the post holder and at the direction of the Chief Officer/Corporate Services Manager.
37. To act as the Town Council's representative and 'ambassador' at meetings, public speaking engagements and events and activities relevant to the post and its functions
38. Carry out all administrative and other duties associated with the post and its functions
39. To ensure health and safety compliance and high standards are maintained at all times
40. To ensure compliance with the service responsibilities for information and DPA compliance
41. To prepare and maintain a personal development plan (or equivalent) through the regular appraisal process and to attend training courses or seminars on the work and the role as required.
42. Undertake relevant training when this is identified.
43. To work in any premises in the ownership or interest of the Town Council in Sandbach.
44. Undertake such other duties as may be reasonably required by the Council.

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