

## Keswick Town Council

### Job Description – May 2018

<b>Job Title</b>	Administration & Finance Assistant	<b>Grade</b>	SCP 13 £17,391 pro rata per annum (£9.04 per hour)
<b>Department</b>	Office	<b>Hours</b>	25 – Time off in lieu for hours worked over and above
<b>Reporting to</b>	Town Clerk	<b>Working Pattern</b>	Hours to be worked over 5 days – Monday to Friday – To be worked flexibly but to include core hours of 9.30am to 1pm

#### The Council

##### Overview

Keswick Town Council was created in 1974 and consists of 12 Councillors, elected by the people of the town every four years. The Town Council aims to provide high quality, accessible services to the community.

The Council's office accommodation is located on the ground floor of the Council Offices, 50 Main Street.

Council meetings are held on the third Thursday night of each month and Charitable Trust meetings are held on the second Thursday night of the month on a bimonthly basis. Additional meetings are held as and when necessary.

##### Role of Town Councillors

There are 12 Town Councillors representing the two wards in Keswick – East and West. Elections for all 12 seats on the Town Council are held every four years, with the next election due to take place in May 2019.

Keswick Town Council is sole trustee of Fitz and Hope Parks; therefore all Town Councillors also act as Trustees of the parks.

A Town Councillor's role is varied and includes:

- Acting as a representative for residents and bringing their views to the Council's decision making process both on matters relating to Town Council services and on general issues affecting the town.
- Participating in the governance, policy setting and strategic management of the Council through work on committees and as a Member of Council.
- Responding to residents' enquiries and representations.
- Representing the Council on other bodies.

Keswick Town Councillors are not paid for their work as Members of the Town Council.

##### Town Council Services

The Town Council is one of a number of authorities providing public services in Keswick and has specific responsibility for the following:

- Allotments – 10 plots at the Hawthorns, Penrith Road
- Event Banner Sites - The Town Council manages two sites for banner displays in Keswick – there is one at the Moot Hall on the Market Square and a second one on Station Street.

- Busking Badges - The Council operates a voluntary code of conduct for buskers wanting to perform in the town centre.
- Christmas Lights - The Council works in partnership with other local organisations to provide the annual Christmas lighting display and organises the switch on event.
- Events - The Council has facilitated a number of events for national celebrations and a Midsummer Festival takes place in June each year.
- Floral displays - Keswick has an enviable reputation for winning accolades in the annual 'In Bloom' competitions and the Town Council works in partnership with Keswick in Bloom to ensure that this reputation continues to be well deserved.
- War Memorial - The Town Council maintains the War Memorial situated at the junction of Penrith Road and Station Road.
- Grants - The Council allocates funds each year to make annual grants to local groups.
- Keswick Parks - The Town Council is the sole trustee for Hope and Fitz Parks and the Townsfield and is responsible for the management and development of these areas.

### **The Post & Purpose of the Post**

The Part-time Administration & Finance Assistant post will be a developing role within the Town Council. The job will be interesting and challenging in its variety and a flexible approach is essential. This varied hands-on role will involve you in all aspects of administration work. You will need excellent communication skills and be able to organise and prioritise workloads under pressure. A high standard of word processing using Microsoft Word and Excel, and email using Outlook is required. You will be assisting the Town Clerk and Responsible Financial Officer in the smooth running of the office, and your line manager will be the Town Clerk.

You will provide administrative support to the Council and its staff and will be the first point of contact for all callers either in person, on the telephone or via email.

You will be expected to learn all aspects of the job with a view to increasing your areas of responsibility.

### **Main Duties & Responsibilities**

- To provide reception, telephone and email duties and deal with enquiries from Councillors, service users and other members of the public, directing them to alternative service providers where necessary
- To take messages on behalf of Councillors and other staff, dealing with routine queries and giving appropriate guidance to the caller when required
- To undertake word processing and associated duties, including letters, reports, spreadsheets, databases, forms and templates
- To copy, collate and distribute papers for the various council, charitable trust and committee meetings
- Accurate reproduction and dispatch of minutes, reports, meeting material and correspondence
- Archiving and filing on a weekly basis and annual GDPR file review/disposal
- Filing of Staff timesheets including updating staff records (holidays, lieu time etc.) and returning any incomplete/inaccurate records to the Line Manager
- Provide other office services as required, including the maintenance of files and filing systems, collation of manual data, photocopying, distribution of information, maintenance of stationery/meeting refreshment supplies, incoming and outgoing post, receiving and accounting for monies paid in, including cash counting and banking as required
- To operate and manage systems that provide for the efficient and proper hiring and use of the Council Chamber, including booking procedures for the Council Chamber and checking the room and kitchen on a regular basis between bookings
- To prepare and set out the room for Town Council, Charitable Trust and Special/committee meetings

- To provide support to the Responsible Finance Officer in the efficient and effective management of council income and expenditure
- To provide support for the Town Clerk as required
- To provide administrative support for the Town Mayor, including being responsible for the Mayors calendar of duties, engagements and organisation of civic functions when required
- To support Keswick Town Council organised events as required working alongside the Events Committee.
- To deal with the issue of Busking badges.
- To cover administration for Event Banner bookings, including keeping the bookings diary accurate and up to date, and allotment sites, including tenancies and keeping the site plan up to date
- Updating the Keswick Town Council website (Wordpress system)
- Administration of Keswick Parks memorial seats and trees, including liaison with suppliers/donors and implementing and keeping up to date a database of all current and future contact details and memorial locations
- To maintain and update the Town Councils public notice boards
- To undertake such other duties and responsibilities as are specified by the Town Clerk or Responsible Finance Officer and are commensurate with the grade of the post
- The post holder will be required to make a positive contribution to a busy office and to share the duties at times of increased workloads, sickness and holiday cover

#### **Other Special Notes or Conditions**

- In general the post holder will be expected to work within policies and procedures as set out in council policies or as determined by the line manager; however there will be occasions when the post holder will be expected to use their initiative and discretion in providing a high standard of service to service users and members of the public
- The post holder will be expected to contribute to service development especially where they will be responsible for its delivery
- The post holder will not be required to supervise any other staff
- Work is subject to interruptions to deal with enquiries from members of the public, to deal with visitors to reception or to respond to requests from Town Council Officers
- There will occasionally be a need to work with members of the public who may be unhappy with elements of the council's work or wish to discuss issues of a sensitive or distressing nature
- The post holder may have some responsibility for small items of equipment or cash
- This job description only contains the main duties relating to the post and does not describe in detail the duties required to carry them out
- In accordance with the current Health & Safety at Work act, to take reasonable care for the health and safety of yourself and of others

**Keswick Town Council**

**Person Specification – May 2018**

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<b>Assessment Criteria</b>	<b>Essential</b>	<b>Desirable</b>	
Educational Qualifications	<ul style="list-style-type: none"> <li>A minimum of 5 GCSEs at grade C or equivalent, 2 of which must be Mathematics and English Language</li> </ul>	<ul style="list-style-type: none"> <li>GCSE in Information Communication Technology (or equivalent)</li> </ul>	
Work related experience and associated vocational training	<ul style="list-style-type: none"> <li>Administrative experience or an understanding of office procedures</li> <li>Previous experience of working with members of the public</li> <li>Relevant recent experience working in a customer service/financial environment</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working within the public sector</li> </ul>	
Specialist Knowledge	<ul style="list-style-type: none"> <li>A proficiency with Microsoft Office</li> <li>Ability to update website</li> <li>Good working knowledge of administrative systems and ability to follow established procedures</li> <li>Ability to develop and maintain accurate systems</li> </ul>	<ul style="list-style-type: none"> <li>An understanding of local government</li> <li>A background in local government</li> <li>Ability to handle complex information accurately and with attention to detail</li> <li>Experience in organising events</li> <li>Good working knowledge of new GDPR regulations</li> </ul>	
Job Related Skills	<ul style="list-style-type: none"> <li>Ability to communicate effectively orally and in writing with all levels of the organisation, service users, members of the</li> </ul>		

	<p>public and external agencies</p> <ul style="list-style-type: none"> <li>• Commitment to concept of Customer Care</li> <li>• Ability to deal with conflicting demands and to prioritise workload within allocated timescales</li> <li>• Good organisational skills</li> <li>• Good numerical skills</li> <li>• Good written skills</li> <li>• Good communication skills</li> <li>• Ability to manage conflicting priorities</li> <li>• Ability to meet deadlines</li> <li>• Ability to take instruction</li> <li>• Ability to work on own initiative</li> <li>• Pleasant</li> <li>• Team worker</li> <li>• Self-motivated</li> <li>• Receptive to new ideas and change</li> </ul>	
Other Factors	<ul style="list-style-type: none"> <li>• Ability to work flexibly as part of a team</li> <li>• Ability to maintain confidentiality</li> <li>• Prepared to occasionally work outside normal working hours</li> <li>• Prepared to undertake training</li> </ul>	