

Job Description

Job Details: Services Administration Officer

Department: Council Administration for Tidworth and Perham Down

Base: Council Office – Civic Centre

Line Manager: Town Clerk

Key Purpose of the Role:

The effective provision of a comprehensive and professional administrative service to the Town Council.

Specifically, the key purpose of the role will be to provide administrative support to the Town Council for all aspects of its operations, assisting the Town Clerk in undertaking office duties and other related work as required. Including support to the allocated committee (Services).

The Community Services Committee is the advisory Committee reporting to the Tidworth Town Council.

Working under the general direction of the Town Clerk, the post holder will generally set own daily work plan using their initiative to proactively choose appropriate courses of action to achieve the defined objectives as set out by the Town Clerk and Town Council.

Responsibilities: Duties will include but are not limited to:

1. To oversee the use, repair, maintenance, servicing, etc. of the properties of Tidworth Town Council namely the buildings, land areas and street furniture, and to promote the use of these facilities to the public. This includes the Civic Centre, Town Cemetery, War Memorial, Mortuary Chapel, 6 x playparks, and the skatepark.
2. Maintenance including Council defibrillators, grit bins, Christmas Street Lighting, Bus Shelters, Benches and Bins that belong to the Tidworth Council.
3. To advise other agencies when the property or equipment they are responsible for in Tidworth is falling below the required standards. Eg, MoD, DIO, Aspire, Wiltshire Council, Aster, Persimmons etc

4. Discuss with them how they are going to remedy this. Monitor their actions to implement and hold them to account if their actions do not achieve the required results in the required time frame.
5. Provide a full reception service for the Council in the Civic Centre, including online bookings. Be the first point of contact for customer, telephone and email enquiries.
6. To maintain the Council's Asset Register.
7. The Services Committee has the authority to make recommendations to the Full Town Council on any matter within its remit, or to pass the matter to another committee for consideration.
8. The Committee meets on the second Tuesday of each month. You are expected to prepare and attend the meeting, to provide evidence of required actions from previous meetings and take minutes.

Pre-circulate Agendas and prepare the meeting room beforehand. Ensure the room is left in a tidy manner afterwards.

Research quotes information regarding various Services issues.

9. You are to provide a full range of administrative support for the Town Council to include word processing, spreadsheets, emailing, filing, scanning, photocopying, amendments, and maintaining internal and external notice boards, including Perham Down. You will need a good working knowledge of MS Word, Excel, Gmail and Canva.

Circulate Planning Applications to Full Council and send responses to Wiltshire Council via their website.

10. Ensure the Office and Reception area is kept clear and tidy.
11. With the Engagement's Administrator, oversee and manage the running of the Civic Centre including function hall and meeting room bookings, receiving payment, and chasing overdue payments. Services Committee to update annually the Terms and Conditions, and fees.

12. Review all contracts (in committee) with window cleaners, office cleaners, maintenance contracts, fire and security, when they are due.
13. Update and maintain the Burial Register.
14. Ensure all training records are maintained for all staff and Councillors.
15. Assist in administration duties in conjunction with the Town Clerk and Engagements Officer.
16. Provide cover for staff absences as and when required.
17. Build and maintain good working relationships with all staff, councillors, contractors, partnership groups, residents and surrounding town and parish councils.