**JOB DESCRIPTION**

**Support Officer**

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| ***Main Function of Position***To support the service and project delivery of the council through administrative, digital and practical applications. |
| **GRADE** | LC2 SCP 21 - 25 (£20,138 – £22,658 pro rata)16 hours (1 year renewable contract) |
| **Responsible To:** | Town Clerk |
| **Responsible For:** | Volunteers and casual staff as required |
| ***Overall Responsibilities:***1. To support the project delivery of the council
2. To co-ordinate and update the digital media of the council
3. To support the promotion of services and activities
4. To support the delivery of events
5. As required, to support the administrative function of the Town Council.
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| ***Specific Responsibilities:***1. Administration of supplier documentation (eg Public Liability Certificates, RAMS)
2. To coordinate and update the social and digital media of the council, to include the day to day updating of the website, social media accounts and other digital presence
3. As required to distribute (digital and printed) promotional material relating to council services, projects and events
4. To administer the procurement of ad hoc services and resources for the delivery of council services.
5. Clear record keeping and to maintain clear and accessible files relating to service administration
6. To issue requests for quotes and to administer and collate responses for assessment within the procurement process, ensuring specification clarity from suppliers.
7. Drafting promotional material as required, for approval
8. Co-ordinating the production and delivery of promotional and project material to deadline and specification
9. To administer the council’s contacts lists, ensuring they are up to date and relevant to the communication task
10. Collating responses to communications (such as consultations and engagement activities) and providing clear summaries
11. Supporting the delivery and administration of consultation activities
12. Submitting and administering applications for consents as required for the delivery of projects, services and events(e.g. space and room hire, event notices)
13. Administration of the civic diary as delegated
14. To administer and maintain a detailed contacts and information resource for town business, agencies, organisations and services
15. Any additional tasks as required and identified as appropriate to the post by the post’s line manager
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| **Person Specification:** |

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| To have received a good standard in secondary education and possess 5 GCSE grades A-C (or equivalent), including English Language. | Application, Certificate, Assessment |
| To be proficient in the use of computers and associated software. | Application, Interview, Assessment |
| Experience of website administration and basic content management | Application, Interview, Assessment |
| To have experience of drafting promotional material | Application, Interview, Assessment |
| To have good interpersonal skills. | Interview |
| To have good oral and written skills. | Interview, Assessment |
| To have experience of working in an office environment. | Application, Interview |
| To have an understanding of local government. | Application, Interview |
| To be willing to undertake appropriate training. | Interview |
| Be willing to work occasional evenings and weekends as required | Interview |
| A good level of literacy and numeracy | Certificate, Application & Interview |
| Experience dealing with the public in a professional manner | Application & Interview |
| Excellent understanding of H&S in the workplace and public realm | Interview |
| Experience and understanding of risk assessments | Interview |
| High standards of presentation and cleanliness | Application & Interview |
| Good communication skills with the public and colleagues | Interview |
| Flexible approach to working hours | Interview |
| Prioritisation of tasks | Application & Interview |
| **Desirable Competences** |  |
| Experience of delivering events | Application, Interview, Assessment |
| Maths qualification (to GCSE or equivalent) or demonstrable competence | Application, Interview, Assessment |
| First Aid qualified | Certificate, Application & Interview |
| Full UK Driving License | Certificate |