

## **Business Support and Communications Officer**

### **Job Description**

<b>Salary</b>	NALC scale LC1, SCP points 13– 17 from £23,023 - £24,920 (pro rata) depending on experience and qualifications
<b>Hours</b>	37 hours per week (albeit part time will be considered)
<b>Location</b>	Town Council Office, High Street, Stonehouse
<b>Responsible for</b>	Business Support and Communications
<b>Responsible to</b>	The Town Clerk
<b>Annual Leave</b>	25 days per annum (which includes 2 statutory holidays) pro rata plus bank holidays
<b>Overview</b>	Ensuring that Stonehouse and its Council's activities are communicated in the best terms via its Website / Magazines / Social Media. Ensuring that the Council's hireable facilities are well maintained and their use maximised and generating income. Support the day to day business activities of the council.

### **Specific Duties**

1. Communications:
  - a. Maintain and update the Council's Website
  - b. Undertake all the Council's Social Media
  - c. Act as the Council's point of contact in regards to external communications
  - d. Produce a community magazine / newsletter
  - e. Publicise council events
  - f. Deal with day to day customer enquiries
2. Facilities:
  - a. Advertise and maximise the potential income of all of the Council hireable assets.
  - b. Maintain an adequate bookings system
  - c. Support staff in ensure the council's facilities area well maintained and safe to use.

- d. Support grounds staff in the monitoring of the Council's facilities to ensure cleanliness, damage repairs are undertaken and health and safety compliance
- e. Issue and collect keys for the Community Hirings

3. Finance

- a. Maintain the council's existing accounts system to ensure payments are made, invoices are received, management and payment reports are produced for Council in a timely fashion

4. Others

- a. Liaise with contractors
- b. Organising Councillor Training
- c. Maintain an effective record of Council business in a recoverable format
- d. Carry out other reasonable duties as directed by the Clerk / Deputy Clerk
- e. Help organise and support the management of the council's events

## Communications and Facilities Co-ordinator Personnel Specification

Essential	Desirable
<b>Qualifications/ Education /Training</b>	
<ul style="list-style-type: none"> <li>Good standard of literacy and numeracy.</li> </ul>	
<b>Experience</b>	
<ul style="list-style-type: none"> <li>Communications / Public Relations</li> <li>Facilities Co-ordination</li> <li>Organisational and administrative experience in a structured environment</li> <li>Experience of dealing with the public</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working for a local authority or similar body</li> <li>Experience of managing facilities</li> </ul>
<b>Knowledge</b>	
<ul style="list-style-type: none"> <li>Knowledge of systems and procedures</li> <li>Some Knowledge of Health and Safety</li> <li>Knowledge of maintaining/updating Websites / Social-Media</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of the local area</li> <li>Knowledge of facilities management</li> </ul>
<b>Skills and Competencies</b>	

19<sup>th</sup> May 2022

<ul style="list-style-type: none"><li>• The ability to communicate effectively, both verbally and in writing, with others at all levels, both internally and externally including the ability to produce understandable and concise written reports</li><li>• High-level interpersonal skills with the ability to develop and maintain good relationships with staff, councillors, external bodies, contractors and the public and work as part of a team</li><li>• Ability to organise and prioritise own and others work with limited supervision</li><li>• Good standard of IT skills</li></ul>	<ul style="list-style-type: none"><li>• Have used computerised finance package</li></ul>
<b>Personal Attributes</b>	
<ul style="list-style-type: none"><li>• Self-reliant and self-motivated</li><li>• Flexible, pro-active and “hands on” approach to tasks</li><li>• Trustworthy with confidential information</li><li>• Community focussed</li><li>• Commitment to the delivery of a quality service.</li></ul>	<ul style="list-style-type: none"><li>• Proven ability and enthusiasm to adapt to change.</li></ul>
<b>Special Conditions</b>	
<ul style="list-style-type: none"><li>• Willingness to undergo training to acquire relevant new skills or knowledge relevant to the job.</li></ul>	