



JOB DESCRIPTION

JOB TITLE	Cultural and Economic Services Support Officer
SCALE	13 - 17
SALARY	£22,627 - £24,491 pro rata
HOURS	20 hours per week
LOCATION	The White House, Hockliffe Street, Leighton Buzzard
JOB SUMMARY	The post holder will have regular work tasks to undertake on an annual basis for town centre and wider area activity including the development of town centre visitor trails, assisting with securing installation and maintenance of assets, as well as support the Head of Service and colleagues in the delivery of work activity and service projects.
RESPONSIBLE TO	Head of Cultural and Economic Services

DUTIES AND RESPONSIBILITIES

1. Working with internal and/or external work partners to assist with the coordination, planning and delivery of service work and service projects.
2. Undertake and lead service programmed project tasks as delegated.
3. Support the collation, inputting and updating of service project monitoring systems, including, assisting in the undertaking of review surveys, collating project monitoring data, assisting in evaluation and analysis.
4. Provide administration support of steering group meetings for service activities and work tasks as allocated – including preparing agendas, taking minutes, arranging meeting dates and organising meeting rooms.
5. Being the point of contact for service/town assets including development activity, coordinating their promotion and/or maintenance.
6. To plan and allocate budget spend in accordance with activity and as guided by the project budget manager and/or line manager.

GENERAL

7. To always have the Council's best interests in mind both on a financial and representational level.

8. Undertake any other duties of a similar level and responsibility as may be required.
9. Maintain confidentiality at all times in respect of Council-related matters and prevent disclosure of confidential and sensitive information.
10. Adhere to all internal timescales.
11. Understand the Town Council's governing policies and procedures (in particular Health and Safety and Data Protection) and understand your responsibility to comply with the requirements.

PERSON SPECIFICATION

Attributes	Essential	Desirable
Education and Training	<p>Educated to A level standards with Maths and English at Grades A*-C or equivalent</p> <p>Good standard of ICT skills including competence in the use of MS Office applications.</p>	Health and Safety awareness or qualification
Relevant Experience	<p>Comprehensive use of Microsoft Office packages – administrative activities, i.e. letter writing, minutes and note-taking, inputting data onto Excel spreadsheets.</p> <p>Experience of public liaising through a variety of means, i.e. face to face, email, letters and telephone.</p> <p>Coordination of timetables and people's availabilities to attend meetings, etc</p> <p>Front line customer service experience and managing conflict and criticism</p> <p>Project delivery and monitoring.</p> <p>Following budget protocols</p>	<p>Working in the community or local government.</p> <p>Working to health and safety protocols.</p> <p>Experience of creation and delivery of marketing and promotion activity as well as dissemination of information and publicity</p> <p>Lifting and handling of equipment and heavy items</p>
Knowledge	<p>Familiarity / understanding the principles of project management – planning, delivery, evaluation, etc.</p> <p>Project and event delivery principles</p> <p>Marketing and promotions good practice</p> <p>Health and safety awareness</p>	<p>Knowledge and experience in Council protocol</p> <p>Local knowledge of Leighton-Linslade</p> <p>Familiarity /knowledge of accreditation schemes and practical assessment processes</p>

	<p>Good understanding of compliance with data protection legislation.</p>	<p>IT skills use of publisher and social media.</p> <p>Experience of project and event delivery principles</p> <p>Experience of marketing and promotions good practice</p>
<p>Skills & Abilities</p>	<p>A high level of accuracy and attention to detail – inputting data and grammatically correct written presentation</p> <p>Possess creativity in presenting information, e.g. marketing, posters, etc.</p> <p>Highly organised, able to multitask and have the ability to cope with conflicting demands, deadlines and interruptions - able to demonstrate an ability to prioritise tasks</p> <p>Proven IT skills</p> <p>A willingness to operate as a member of a team and own their own</p> <p>Able take responsibility and lead on work projects</p> <p>Lifting and handling of equipment and heavy items</p> <p>Competent in identifying and addressing health and safety concerns</p>	<p>Willingness to undertake further training as appropriate</p> <p>Project and event delivery</p>
<p>Other Attributes</p>	<p>Self-motivated and pro-active</p> <p>Positive and flexible approach to work</p> <p>Works well in a team or on own</p> <p>Ability to work with minimal supervision</p> <p>Able to communicate constructively with people of all levels effectively</p> <p>Ability to exercise discretion and empathy</p> <p>Willingness to be flexible in work and attitude and cope with change</p> <p>Able to work on own or within a team</p> <p>Ability to work with minimal supervision</p>	

	<p>Ability to work evenings and weekends for work needs.</p> <p>Able to work outside in all weather conditions for a sustained period of time.</p>	
--	----------------------------------------------------------------------------------------------------------------------------------------------------	--

Other Provisions (Pro Rata)

Annual leave 23 days
 Annual leave after 5 years completed service 27 days
 Annual Leave after 10 years completed service 29 days
 Bank Holidays, plus 3 extra statutory days (in addition to annual leave entitlement).

Office opening hours are Mon – Thurs: 0900 - 1700 and Fri: 0900 – 1630.

Due to varying demands of the post, flexibility is required to include some out of hours work i.e. events or occasional attendance at evening meetings, and off site working.

Overtime is not permitted unless expressly agreed in advance by the Town Clerk.

Period of Notice - one month.

Leighton-Linslade Town Council is an equal opportunities employer.

This is a description of the job as it is at presently constituted. It is the practice of this Council to periodically examine employees’ job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. Management, in consultation with the employee, conducts this procedure. It is the Council’s aim to reach agreement to reasonable changes, but if agreement is not possible the Council reserves the right to insist on changes to your job description after consultation with you.

Name of Postholder

Signature of Postholder

Signature of Line Manager

Signature of Town Clerk

Date