



# WITNEY TOWN COUNCIL

## APPOINTMENT OF **BOOKINGS ADMINISTRATIVE ASSISTANT**

RECRUITMENT INFORMATION

MARCH 2018

# WITNEY TOWN COUNCIL

## INFORMATION BOOKLET

---

### Contents

---

- |   |                                 |
|---|---------------------------------|
| 1 | Witney Town Council             |
| 2 | Job Description                 |
| 3 | Person Specification            |
| 4 | Service Conditions              |
| 5 | Application Form (Separate PDF) |
- 

If you require any further information please contact Mr Peter Miles, Public Halls Officer at the Corn Exchange (01993) 702309.

If you have a disability and require any special arrangements in completing the application form or attending for interview please let me know.

**Witney Town Council  
Town Hall  
Market Square  
Witney  
OX28 6AG**

**Tel: 01993 704379**

**Fax: 01993 771893**

**E-mail: [info@witney-tc.gov.uk](mailto:info@witney-tc.gov.uk)**

### **CLOSING DATE FOR APPLICATIONS**

**Tuesday 3 April 2018 by 9am**

Completed applications should be marked

**PRIVATE & CONFIDENTIAL**

and addressed to the Town Clerk at the above address

# 1. WITNEY TOWN COUNCIL HISTORY

## The Council

Witney Town Council was created in 1974 following the reorganisation of local government and the disbanding of Witney Urban District Council and is the largest parish within West Oxfordshire.

The residents are represented by 17 Councillors (covering 6 wards) each elected for a term of four years, the next elections will be in May 2019. Each year the Council elects from amongst its Members the Town Mayor and Deputy Town Mayor.

The current political composition of the Council is 15 Conservatives, and 2 Labour & Co-operative.

The Council is managed by the Town Clerk, assisted by a team of Officers, administrative staff, and a small maintenance team.

The Council's Mission Statement is:-

“To seek continuous improvement in the range and quality of services provided by Witney Town Council, in order to improve the quality of life for the people of Witney.”

## Corporate Objectives

1. To represent the views and wishes of all the residents of Witney
2. To promote equality of access to all residents
3. To preserve the traditions and identity of the town
4. To work independently and in partnership with others to improve the quality of life, by developing and improving facilities and services to the highest standards, at economic cost
5. To encourage investment in the town, in order to promote the economic well-being of residents

## **Functions of the Town Council**

The Town Council is responsible for the maintenance of many acres of public open spaces and numerous small areas of grass shrubs and trees situated on the scattered housing estates and the inner town sites. These include 14 play parks, one which has a splash park and 4 recreation grounds, a Lake & Country Park, and two cemeteries, one of which was opened in 2004. There is also allotment land on four separate sites around the town.

The sports and recreational facilities consist of two cricket pitches, 12 football pitches, two bowls greens, 12 tennis courts, a crazy golf course and children's play areas.

In addition, there is a Country Park of 29 hectares which includes a lake which has been developed by the Council to provide a natural environment for more tranquil leisure pursuits.

The general grounds maintenance contract for sports and amenity areas and the two cemeteries is currently held by a specialist commercial contractor but the Town Council's direct labour team undertake burials and maintain the Country Park.

The Council employs a direct workforce of six permanent staff who undertake general maintenance of the Council's buildings and facilities.

The Council owns and administers three public halls, two being in the town centre, one of which being the Corn Exchange in Market Square which underwent a recent major refurbishment.

Many small operations – street furniture, tree planting and floral displays complete the readily identifiable Council's functions, although the Council interests itself in anything that enhances the Town appearance and the pleasure of the townspeople. Witney Town Council also provides the Christmas Lights display in the Town and assists with the Switch-On event.

Often the Town Council works in partnership with other authorities and local organisations, in particular West Oxfordshire District Council.

## **Provision of Services**

In addition to the Town Council, Witney is served by West Oxfordshire District Council for services including the collection of Council Tax, refuse collection, environmental health, planning, leisure centres, etc. and Oxfordshire County Council provides education, social services, libraries, roads, street lighting, etc.

Services provided by the Town Council include:

- Planning consultation
- Management of assets, e.g. allotments, Lake & Country park, parks and open spaces etc

- Management of the Town Hall and Town House/Buttercross
- Provision of three public halls – Burwell, Langdale & the Corn Exchange
- Management of the Tower Hill and Windrush cemeteries
- Administration of committee services
- Civic Functions

### **Meetings**

All the meetings are held in the Council Chamber in the Town Hall, Witney and normally commence at either 6pm or 7pm as set at the beginning of each Council year by each Committee.

### **Staffing Structure**

The Council's staff implements the Council's policies and administers and operates the functions and services set out above.

Further information and the latest news on Witney Town Council can be found on the website [www.witney-tc.gov.uk](http://www.witney-tc.gov.uk) or via the APP.

## 2. JOB DESCRIPTION – BOOKINGS ADMINISTRATIVE ASSISTANT



**Reporting to:** PUBLIC HALLS OFFICER

**Hours:** 22hrs per wk – flexibly  
And alternate Sat mornings additional 3 hrs

*This position will be covered by the following hours:*

|                            | <i>Am</i>            | <i>Pm</i>             |
|----------------------------|----------------------|-----------------------|
| <i>Mon – Thurs</i>         | <i>9.00 to 13.30</i> | <i>13.00 to 17.30</i> |
| <i>Friday</i>              | <i>9.00 to 13.00</i> | <i>12.30 to 16.30</i> |
| <i>Alternate Saturdays</i> | <i>9.00 to 12.00</i> | <i>9.00 to 12.00</i>  |

**Grade/Salary:** SCP 13 – 15 [£16,491 - £17,072 pro-rata]

**Location:** Corn Exchange

### **Job Summary:**

to provide efficient administrative and clerical support to the Public Halls Officer by carrying out the administration relating to running of the Public Halls Service and Community Events held in the Council's Public Halls, as well as having specific duties.

to deal with telephone/email and face to face enquiries relating to all bookings enquires of the Council's public halls.

### **Duties:**

#### **1a. Bookings Administration**

To ensure the smooth running of the bookings of the Council's Public Halls (currently the Burwell Hall and the Corn Exchange), the Undercroft and Town Hall Council Chamber. This will include:

- Answering and responding to telephone/e-mail enquiries and dealing with members of the public who visit the Corn Exchange.
- Receipt and record monies (cash, cheque and electronic payments) paid for bookings, and submit for banking by the Responsible Financial Officer
- Maintain the bookings filing, document management system, archive and storage systems
- In consultation with the Office Administrator maintain databases as directed ensuring information such as addresses and contacts are kept up to date
- Maintenance and operation of the bookings software for Council owned premises (Burwell Hall, Corn Exchange and the Council Chamber in the Town Hall) in accordance with conditions of hire and policy directions.
- Using the bookings software to produce invoices and account for bookings in conjunction with the Responsible Financial Officer.

- Ensure that facilities required and booked by hirers are available, that bookings forms are completed correctly including the calculation of charges and collection of payments/deposits is in accordance with Council policy.
- Liaise with external contractors such as the mobile bar, and door staff for the halls bookings.
- Produce caretakers reports. In the absence of the Public Halls Officer schedule attendance, as well as checking the accuracy of weekly timesheets submitted by the caretakers and cleaners, recording holiday and TOIL as appropriate, and submit to the RFO for payment.
- Monitoring use of halls and ensuring maximum letting potential is realised by proactively contacting current and prospective clients and promoters and reporting on progress.
- In consultation with the Public Halls Officer regularly review the hire charges and terms and conditions of hire, presenting to Committee at least annually
- By utilising the bookings software produce regular reports for senior Management and Committee meetings.
- To pro-actively market and promote the Council's public halls for hire in consultation with the Public Halls Officer – producing marketing material publicising the Public Halls and Council sponsored events. Also be involved with promotion via the Council's website and APP, as well as social media and other medium.
- To assist the Public Halls Officer with the implementation of Council sponsored entertainment and events, in accordance with agreed policy and budget limitations.
- To follow up bookings by getting feedback from the hirers to ensure ongoing improvement and development of the public halls service.
- If requested by hirers arranging catering and/or serving refreshments (tea/coffee) as directed by the Public Halls Officer.
- To be a keyholder (but not on rostered call out).

1b. **General Administration**

- To assist the Public Halls Officer with general office and administration relating to day to day management of the Public Halls Service including the health and safety, where possible.
- To keep up to date on a regular basis databases and manual records, such as the compliance information (on the P Drive & in the files in the Town Hall), and a schedule of various maintenance contracts for the public halls that are currently in existence.
- To co-ordinate the Public Halls Officers diary to ensure timely reminders are set for the routine compliance works and documented accordingly.
- To schedule and arrange the maintenance team for the annual close downs in the public halls to undertake the programme of works required – such as painting and general repairs/improvements

2. **Community Events**

To support the Public Halls Officer with the administration of such community events/sponsored entertainment as shall be decided by the Council/Senior Management in accordance with agreed policy and budget limitations. Current events include but not limited to:

- Christmas Lights Switch-on event and Christmas Advent Fayre – for bookings of halls

- Remembrance Sunday, Freedom Parades and other Commemorations – *for bookings of halls and refreshments*

*All event planning will be under the direction of the relevant Working Party/Council committee.*

### 3. **Other**

Such other reasonable duties as determined by the Town Clerk commensurate with the status of the post.

Contribute to team meetings, team working and implementing organisational priorities

Be flexible within the broad remit of the post

Abide by the Council's policies and practices, including Financial Regulations.

### **Health and Safety**

Be conversant and comply with Health and Safety regulations applicable to the organisation. Take reasonable care of yourself and others affected by your work activities, use equipment correctly and apply safe working practices effectively to remove or minimise risks of accidents or injury and to meet statutory obligations.

### **Fairness and Dignity at Work**

Actively support the Council's Dignity at Work policy to assist in eliminating discrimination and in maintaining a fair, positive and productive working environment, to meet statutory obligations and good employment practice.

*This job description is provided to assist the post holder to know main areas of responsibilities. These may be amended from time to time, without change to the level of responsibility appropriate to the grade of the post*



### **3. PERSON SPECIFICATION**

#### **Essential**

- Demonstrate competence of providing a customer focused front-line enquiry service via the telephone and face to face.
- Good general education and good level of numeracy and literacy
- Computer literate.
- Good organisational skills
- Excellent written and oral skills
- Demonstrable skills in administration, together with the ability to effectively manage a complex diary and to plan/organise events
- Able to deal sympathetically with distressed/irate customers or those with special needs.
- Able to remain calm under pressure.
- Possess a friendly and helpful disposition.
- Able to work as part of a team, service orientated, supportive, self-motivated, flexible, and able to demonstrate commitment
- Able to work outside of normal business hours, including occasional weekend/evening work, to meet the needs of the role for which time off in lieu will be granted.

#### **Desirable**

- Experience in writing for the website and social media as well as uploading information
- Qualifications or experience of receptionist/administrative duties in an office or customer service environment
- Good local knowledge
- Basic accounting/book-keeping skills
- Knowledge of how local authorities or other large organisations operate.

## 4. TERMS & CONDITIONS OF EMPLOYMENT

|                             |  |
|-----------------------------|--|
| <b>Post Title:</b>          | Part time Bookings Administrative Assistant                                |
| <b>Salary Grade:</b>        | Scale Points 13 – 15 £16,491 to £17,072 per annum                          |
| <b>Place of Employment:</b> | Corn Exchange  |
| <b>Hours of Work:</b>       | 22hrs per wk – flexibly and <u>alternate</u> Sat mornings additional 3 hrs |

*This position will be covered by the following hours:*

|                            | <b>Am</b>            | <b>Pm</b>             |
|----------------------------|----------------------|-----------------------|
| <i>Mon – Thurs</i>         | <i>9.00 to 13.30</i> | <i>13.00 to 17.30</i> |
| <i>Friday</i>              | <i>9.00 to 13.00</i> | <i>12.30 to 16.30</i> |
| <b>Alternate Saturdays</b> | <i>9.00 to 12.00</i> | <i>9.00 to 12.00</i>  |

*There may be a requirement for the post holder to occasionally work additional hours, for which you will be entitled to time off in lieu at a time to be agreed with your line manager. Overtime will not normally be paid.*

|                               |   |
|-------------------------------|---|
| <b>Employment Status:</b>     | Permanent   |
| <b>Pay Period:</b>            | Monthly   |
| <b>Pay Arrangements:</b>      | Salary will be paid by BACS into a bank or building society account, on or before 25 <sup>th</sup> of the month.  |
| <b>Allowances:</b>            | Casual user car rates at NJC approved rates.  |
| <b>Annual Leave:</b>          | 23 working days, rising to 28 working days after 5 years continuous Local Government Service (plus 1 extra statutory day at Christmas) plus Bank Holidays.  |
| <b>Pre-employment checks:</b> | <p>Any offer of employment will be subject to two satisfactory references being received (one from the present or previous employer), and satisfactory DBS check</p> <p>The Council reserves the right to arrange a medical check</p> |
| <b>Probation Period:</b>      | Six months  |
| <b>Notice Period:</b>         | The appointment is subject to one months' notice on either side   |
| <b>Conditions of Service:</b> | Unless specified to the contrary, the National Joint Council for Local Government Services, National Agreement on pay and conditions of service.  |

**Pension Scheme:**

Employees with a contract of employment for three months or more are eligible to join the Local Government Pension Scheme which is administered on behalf of the Town Council by Oxfordshire County Council. In view of this arrangement the Town Council does not provide a facility for Stakeholder pensions.

Contributions range from 5.5% - 12.5% of whole time equivalent salary plus pensionable allowances, and are assessed annually in accordance with the Council's Pensions Policy Statement. The contribution rate for the salary range of this post will be 5.8% [£13,701 to £21,400]

Further information on the Local Government Pension Scheme can be found at <https://www.lgpsmember.org/thinking-joining.php>