



JOB DESCRIPTION

Job title:	ADMINISTRATIVE SUPPORT ASSISTANT – COMMUNITIES & PLANNING
Reporting to:	Senior Administrative Officer (Committee Clerk)
Hours:	37 hours per week
Grade/Salary	SCP 7 – 12 £26,403 to £28,598 per annum
Location:	Witney Town Hall – Office

The Role

The primary purpose of this role is to support the Senior Management Team in delivering the functions of the Town Council, under the direction of their Line Manager. Working collaboratively with others, the postholder will help the Council achieve its aims and objectives while ensuring compliance with all statutory and regulatory requirements.

Key responsibilities include maintaining office systems and records, managing correspondence and enquiries, supporting Council Committees and meetings, administering planning and licensing consultation processes, and preparing agendas and minutes. The role will also involve regular engagement with residents, Councillors, community groups, schools, businesses and other external stakeholders.

The ideal candidate will possess strong communication, administrative, and customer service skills. They should be capable of working both independently and collaboratively within a team that is committed to enhancing the Council's services and facilities.

Applicants should have prior experience in a similar role and demonstrate a flexible, pro-active approach. The position requires the ability to manage multiple tasks efficiently, prioritise workloads to meet deadlines, and take on a variety of ad-hoc responsibilities as needed.

Main Duties & Responsibilities

Administration

- To be a first point of contact for the public, answering telephone calls and emails, attending to callers at the reception desk.
- To provide reliable and confidential administrative support to the Town Council and to assist in meeting its legal deadlines.

- To undertake such general administrative and office tasks as requested by the Line Manager including typing, photocopying and supplies.
- To attend meetings of the Council and its committees, sub-committees and working groups, as directed. Produce agendas, reports and minutes for these meetings noting that they can require attendance in the evening for which additional hours' payments/time off in lieu are made.
- To arrange meetings for both Councillors and Officers.
- To maintain an effective filing system recording Council business in a recoverable format.
- To carry out general administrative tasks relating to the Council's committees and the wider Council as required.
- To observe and implement all relevant hygiene, health and safety standards and rules.
- To attend and participate in all relevant internal and external meetings and training in connection with the responsibilities of the post.
- To ensure that the Council's various policies, procedures, financial regulations and standing orders are adhered to in carrying out all tasks and duties, including staffing policies and work rules as contained in the staff handbook and adherence to the Council's Code of Practice relating to confidentiality.

Specific Duties

To provide administrative support to officers responsible for the management and associated work of the Council's Planning & Communities Committees.

Planning

- To administer the Council's Planning & Development Committee, including the receipt and management of planning application notices, licencing matters, and highway consultations. This also includes maintaining records, circulating relevant information to Councillors, and coordinating and issuing responses in accordance with Council decisions.
- To administer the Witney Traffic Advisory Committee, including responding to resident enquiries relating to traffic matters and the Committee's activities. This includes supporting initiatives such as Community Speedwatch, coordinating meetings, and undertaking any additional administrative work associated with the Committee.

Communities

- To support the work and activities of the Council's Stronger Communities Committee and assist officers in implementing its resolutions and initiatives.
- To assist in developing and maintaining positive links with the local community, businesses, and residents by providing administrative support for the organisation and delivery of community and commemorative events, as well as related meetings.
- To support the promotion of the Council's work and services through positive communications on social media, web platforms and creation of publication/promotional material, under the direction of the Communications & Community Engagement Officer.
- To assist with the administration of the Council's grant schemes for local groups and community organisations, under the direction of the Responsible Financial Officer.
- To provide administrative support to the Council's Operations Team in responding to enquiries relating to the Town Council's street furniture, including bus shelters, bins, cycle racks etc.

General

- To provide a flexible approach to support other Administrative Support Assistant roles in times of absences.
- Undertake other duties that are commensurate with the nature and grade of the post.
- Attending training courses associated with the work and role as required by the Council.
- Adhere to and implement the Town Council's policies and procedures, including those around equality and diversity.
- 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.

Person Specification – Administrative Support Assistant (Communities & Planning)

Education and Qualifications - Essential

- Good standard of education

Education and Qualifications - Desirable

- Introduction to Local Council Administration (ILCA)
- NVQ Administration or equivalent

Experience, Skills & Knowledge - Essential

- Two years of proven administrative experience, preferably in a similar environment.
- Proven front line service (visitor/telephone) and/or customer service experience.
- Proven ability to work to deadlines.
- Experience and regular use of Microsoft 365 applications and the Internet including Word, Excel, Outlook to at least an intermediate level.
- Experience of handling data and statistics, including the Data Protection Act 2018 (UK GDPR).
- Information research, retrieval and collation using Internet/web-based systems.

Experience, Skills & Knowledge - Desirable

- Use of Canva and Microsoft PowerPoint.
- Experience of using consultative processes to improve procedures and services.

Behaviors

- Positive pro-active approach and “can-do” attitude
- Commitment to providing good customer service with a drive for continuous improvement.
- Ability to adapt to changing circumstances
- Ability to work co-operatively as a team member.
- Ability to manage own workload and responding flexibly to changing needs and demands
- Willingness to learn new skills and commitment to continuous personal development.
- Ability to deal with work of a confidential nature.
- Ability to handle challenging situations and customers.
- Have good problem-solving skills and ability to use initiative.

- Ability to communicate effectively by telephone, in writing, by e-mail, and in-person.
- Have a methodical and organised approach to tasks, with an eye for detail.
- A commitment to valuing diversity and equality, and to respecting residents, councillors and colleagues in all relationships and aspects of service delivery

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 as well as acknowledging the Council's commitment to Civility & Respect in the workplace.

Note: *This job description outlines the main duties and responsibilities of the post and is designed for the benefit of both the post holder and the Council in understanding the prime functions of the post. It should not be regarded as exhaustive as there may be other duties and responsibilities associated with and covered by the grading of this post.*

TERMS & CONDITIONS OF EMPLOYMENT

Post Title: Administrative Support Assistant – Communities & Planning

Salary Grade: SCP 7 – 12 £26,403 to £28,598 per annum

Place of Employment: Town Hall – office, Witney

Hours of Work: 37 hours per week

There may be a requirement for the post holder to work evenings to attend Committee and Council meetings, plus some weekends, 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.

Employment Status: Permanent contract

Pay Period: Monthly

Pay Arrangements: Salary will be paid by BACS into a bank or building society account, on or before 25th of the month.

Allowances: Casual user car rates at NJC approved rates.

Annual Leave: 24 working days, rising to 29 working days after 5 years continuous Local Government Service (plus 1 extra statutory day at Christmas) plus Bank Holidays

Pre-employment checks: Any offer of employment will be subject to two satisfactory references being received (one from the present or previous employer), and satisfactory DBS check

The Council reserves the right to arrange a medical check

Probation Period: Six months

Notice Period: Subject to one months' notice on either side

Conditions of Service: 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. Further information on the Local Government Pension Scheme available from: <https://www.lgpsmember.org/thinking-joining.php>