

St Ives Town Council

Support Services Manager

Job Description

Responsible to:	Town Clerk
Line Management	Administration Assistant, Admin Support Officer, Traffic Control/
Responsibilities	Dog Control Enforcement Officer, caretakers, Guildhall cleaners, Library cleaner
Grade	To be confirmed

Job Purpose:

This is an important post in a town council that is taking on more responsibilities and services, and wants to do more to make St Ives, Carbis Bay, Lelant and Halsetown even better places in which to live and work.

The post-holder will help the Town Clerk to make sure that the council is well-run and councillors are properly supported. Through effective management of the Support Services team, s/he will play a significant role in making sure that the local community gets a great service from its council.

Duties:

General / Administration

- a) Managing the Support Services team to carry out its duties (see attached diagram).
- b) Acting as Proper Officer of the Council in the absence of the Town Clerk.
- c) Making sure that all council and committee decisions are carried out.
- d) Working within the agreed budget for the Support Services area, and operating within the Council's financial rules.
- e) Reporting on the Council's performance at Council and Committee meetings.
- f) Liaising with external partners and agencies, contractors and other local authorities

Democratic Services

- a) Making sure that committees, meetings and other pre-planned events take place successfully, including publication of notices and agendas, preparation of reports, minute-taking and the publication of minutes.
- b) Being the lead officer for the Planning and Community & Environment committees, and clerking other meetings as required.
- c) Maintaining and developing links with relevant outside bodies and community organisations linked to the Support Services function.

Governance

- a) Drafting new policies, as required by the council, and supporting the Town Clerk in monitoring and reviewing policies and procedures.
- b) Supporting the Town Clerk to ensure town council compliance with transparency, data protection, freedom of information, equal opportunities, GDPR and other regulations.

Civic

- a) Managing community and civic functions, supporting the Mayor, upholding Civic Protocol and being keyholder for Civic Regalia.

Communications

- a) Be the lead officer for communications, including drafting press releases, leading on the content and style of websites and social media, and contributing to publications.
- b) Ensuring that published information is up-to-date, accurate and meets the minimum standards of the relevant legislation.

Training and HR support

- a) Keeping accurate records of staff sickness and leave entitlement.
- b) Identifying and booking suitable training for all staff.
- c) Supporting colleagues to make sure that staff recruitment is successful.
- d) Working with the Town Clerk, ensuring that the Council complies with employment law and its own policies.
- e) Giving confidential administrative support to the Personnel, Appeals, Disciplinary and Grievance Panels.

Allotments

- a) Managing the allotments service.

Maintenance of Council Systems

- d) Ensuring that telephone and IT systems and office equipment are maintained and operational.
- e) Getting the council great deals from Utilities companies (sourcing, negotiation, monitoring).

Venues Management

- f) Promoting the Guildhall, Island Centre and Library, optimising their income potential and publicising events held at these venues.
- g) Being the Designated Premises Supervisor of the Guildhall.
- h) Being responsible for bookings of the concert hall, meeting rooms, the Island Centre, wedding ceremonies at the Guildhall and blessings at the Island Chapel.
- i) Being responsible for caretaking and cleaning of the Guildhall, Island Centre and Library.

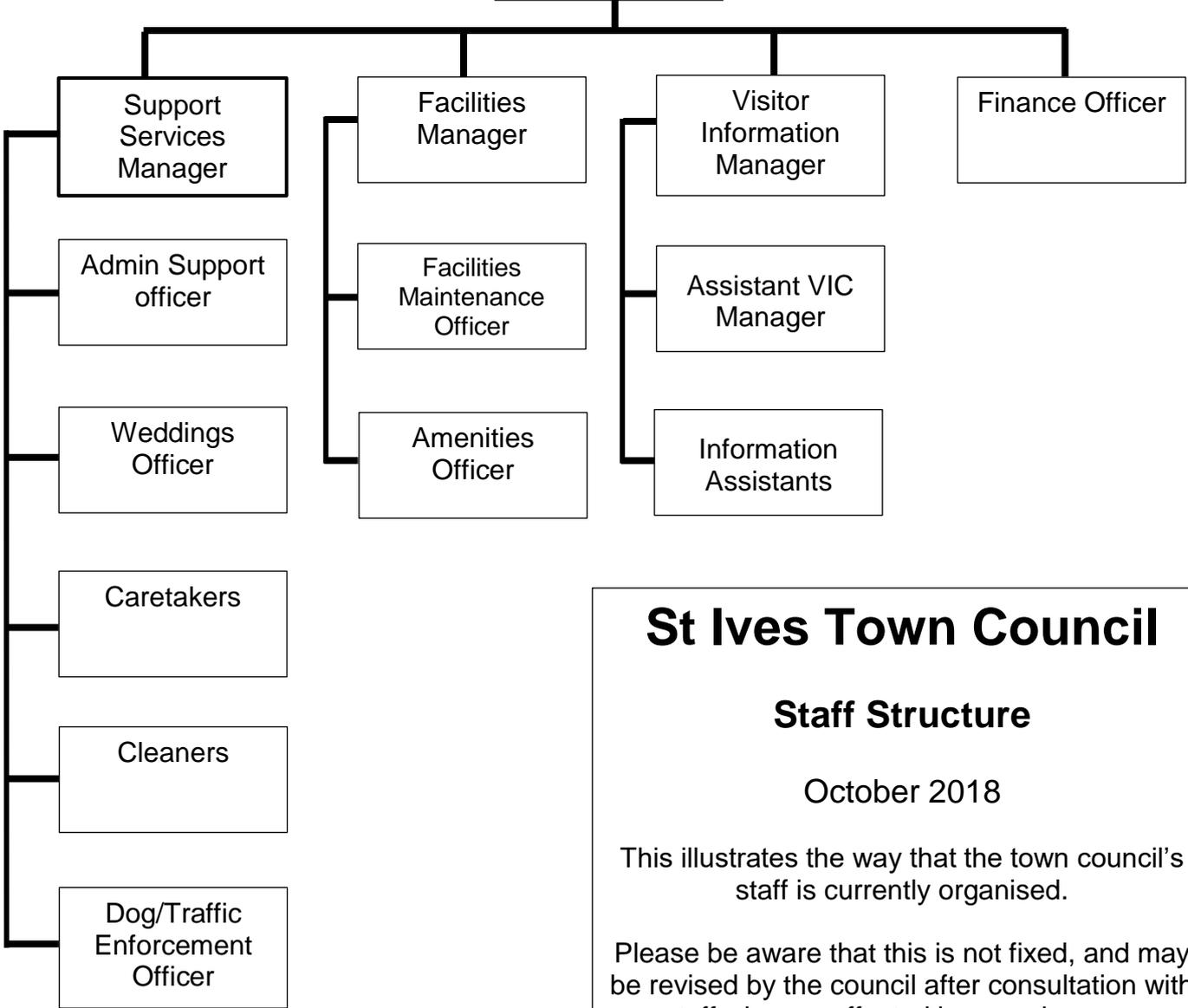
Operational Services (Traffic Control and Dog Control Order Enforcement)

- a) Being responsible for the traffic control service provided by the town council.
- b) Being responsible for enforcing the Beach Dog Control Orders.

General

- a) Some weekend and evening working is required for civic functions and Council and committee meetings.
- b) Ensure that you and your team adhere to applicable rules, regulations, legislation and procedures (e.g. health and safety, data protection, etc).
- c) Treat all sensitive information in confidence, according to council policy.
- d) Be responsible for your own self-development, sourcing and undertaking training as appropriate.
- e) Other reasonable duties commensurate with this post, which are part of and incidental to the work of the town council.

Town Clerk/
RFO



St Ives Town Council

Staff Structure

October 2018

This illustrates the way that the town council's staff is currently organised.

Please be aware that this is not fixed, and may be revised by the council after consultation with staff who are affected by any changes.

On 29 October 2018, the Library and Information Service transferred to the town council. A team of 4 members of staff joined us, headed by the Senior Library and Information Assistant who will report directly to the Town Clerk.