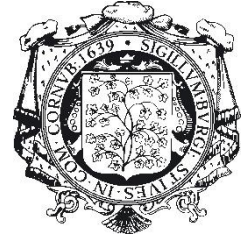


St Ives Town Council



Executive and Democratic Services Assistant

Job Description

Responsible to:	Deputy Town Clerk
Line Management Responsibilities:	None
Grade	Grade 4 (SCP 7-9 - £26,403-£27,254)* cost of living pay award pending.
Hours	Full time (37 hours a week)
Main place of work	The Guildhall St Ives
Key relationships	Corporate services team, councillors, community and voluntary groups, partner organisations

MAIN PURPOSE OF THE ROLE

This is a key role within the day to day operations of the Town Council. Working to the Deputy Town Clerk, the postholder provides excellent customer service, working part time on the reception desk and managing a large volume of customer enquiries, received by phone and email.

The postholder provides democratic support to councillors, both assisting with general queries and ensuring the successful delivery of papers and business for Town Council meetings and committees, including timetabling, the co-ordination and preparation of meeting agendas, reports and written material and their dispatch within prescribed deadlines.

The role provides executive support to the Town and Deputy Town Clerk in the delivery of their duties.

MAIN DUTIES AND RESPONSIBILITIES

1.0 Frontline Customer Service

- 1.1 Welcome visitors and provide advice, information and assistance from the reception desk on all Town Council services.
- 1.2 Deal promptly and effectively with postal, email and telephone enquiries by

understanding the nature of each request, prioritising appropriately and responding professionally and where necessary, sharing communications with the appropriate staff members, ensuring their timely response.

- 1.3 Deal with, or appropriately redirect, enquiries about Town Council and Cornwall Council services.
- 1.4 Assist with responses to complaints and ensure that these are recorded and dealt with within prescribed timescales, gathering information from relevant officers / files where appropriate.
- 1.5 Assist with responses under GDPR and Freedom of Information legislation, ensuring that these are recorded and dealt with within prescribed timescales gathering information from relevant officers / files where appropriate.

2.0 Administrative and Executive Support

- 2.1 Pick up and deliver the mail, including receipt and initial processing of invoices for the Finance Team
- 2.2 Support and maintain a well organised general filing system.
- 2.3 Oversee office supplies and timely orders of replacement supplies.
- 2.4 Ensure office IT equipment is well managed and maintained, dealing with third party suppliers where necessary.
- 2.5 Work with team members to develop written procedures describing activities, providing resilience and effective cover in the office, particularly for periods of absence (e.g. sickness and leave).
- 2.6 Provide executive support to the Town Clerk and Deputy Town Clerk including administrative and project management support, managing diaries, appointments, arranging meetings and assisting with work programmes.

3.0 Policies and Procedures

- 3.1 Facilitate the administration of the Community Grants Policy
- 3.2 Develop and manage the Policies database, ensuring timely reviews, communication and administration of the process.

4.0 Democratic Services

- 4.1 Lead on the preparation and production of agendas, appendices, reports and minutes for Council, Committee and other Town Council meetings in line with statutory obligations.
- 4.2 Support and facilitate workshops, panels, working groups and community forums as requested including scheduling and the preparation of any necessary documentation.
- 4.3 Attend meetings as required (including in the evening), to provide committee support including taking notes and minutes as required ensuring the successful conclusion of business on the agenda and follow up actions.
- 4.4 Provide support to Councillors enabling them to access online materials in preparation for meetings.

- 4.5 Alongside other team members, be responsible for the day-to-day management and organisation of the Mayor and Deputy Mayor's diaries and civic engagements, community functions and events of the Town Council.

5.0 Communications and Community Engagement

- 5.1 Work with service managers to update the Town Council's newsletters, public notices and website content.
- 5.2 Alongside other members of the team, support the management and updating of the Town Council social media accounts as required.
- 5.3 Support community consultations as required.

6.0 Other Duties

- 6.1 Promote and uphold the Council's commitment to equality of opportunity, dignity and respect through the effective implementation of policies and inclusive management practice.
- 6.2 Undertake training and maintain up-to-date knowledge of relevant statutory and good practice guidance, including safeguarding, health and safety and data protection.
- 6.3 Maintain confidentiality of information acquired in the course of undertaking duties for the Town Council.
- 6.4 Undertake such other duties and responsibilities as may reasonably be required from time to time, commensurate with the grade, duties and responsibilities of the post.
- 6.5 This job description is subject to review and may be amended to meet the changing needs of the organisation. Any substantive changes will be subject to consultation with the postholder.

Person Specification

Criteria	Importance	How Assessed
Experience		
A minimum of 3 years working in an office environment, carrying out a full range of administrative duties.	Essential	Application
Experience of providing administrative support to boards, committees, or similar governance structures, working with elected members, trustees, executive directors.	Desirable	Application
Experience of project work and the principles of project management.	Desirable	Application, interview
Knowledge		
Knowledge and good understanding of all general office and administrative procedures.	Essential	Application, interview
A good working knowledge of delivering a public service within a local government setting.	Essential	Application, interview
A good local knowledge of St Ives and its constituent communities.	Desirable	Application, interview
Knowledge and understanding of GDPR.	Desirable	Interview

Criteria	Importance	How Assessed
Skills and Abilities		
Excellent customer care skills, with an ability to connect with and build positive, meaningful relationships with a wide range of people, in both written and spoken English.	Essential	Application, interview
Minute-taking: ability to listen, synthesize discussions, and produce concise, accurate minutes.	Essential	Application, interview
Strong organisational, planning and prioritisation skills, with the ability to manage competing demands and respond to operational issues.	Essential	Application, interview
Ability to time-manage deadlines effectively, allowing the production of agendas, minutes and other documentation within the required timescales.	Essential	Interview

Highly proficient in the use of Microsoft Office including Word, Outlook, Excel and PowerPoint.	Essential	Application, interview
Sound understanding of Microsoft applications such as Lists, Teams and co-pilot.	Desirable	Application, interview
Experience updating content management systems (e.g., WordPress) and managing social media channels including Facebook and Instagram.	Desirable	Application, interview

Criteria	Importance	How Assessed
Qualifications and Training		
GCSE Maths and English, educated to A level (or equivalent vocational qualification)	Essential	Application, certificates, interview
Relevant qualification or demonstrable equivalent experience in administration or business.	Essential	Application, certificates, interview
Training or qualification in fire safety, first aid, safeguarding, project management, procurement or contract management.	Desirable	Application, certificates, interview

Criteria	Importance	How Assessed
Behaviours and Personal Attributes		
Professional, accountable and resilient, with a commitment to high standards of public service.	Essential	Application, interview, references
Collaborative and constructive approach, with the ability to work effectively with councillors, colleagues, contractors, partners and the community.	Essential	Application, interview
Commitment to equality, diversity, dignity and respect in the workplace and in the delivery of Council services.	Essential	Application, interview
Flexible and responsive approach to operational demands, including occasional evening, and occasional weekends.	Essential	Application, interview

Other Requirements		
Full driving licence or ability to travel independently between Council sites and other locations as required.	Essential	Application