



## **JOB DESCRIPTION**

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| Job Title    | Community Projects & Support Officer   |
| Reporting to | Deputy Town Clerk  |
| Salary       | SCP 08-11; £26,824 - £28,142 per annum (FTE) – dependent upon experience and knowledge.  |
| Hours        | 25 hours per week (core hours 9.30 am – 2.00 pm).<br>Monday-Friday<br>The role will involve attending evening Council meetings and working Saturday/Sundays/evenings when delivering community events. |
| Annual Leave | 23 days rising to 26 days after 5 years' continuous local government service. Employees are also entitled to 2 extra statutory holidays per year and paid bank/public holiday leave.                   |
| Pension      | LGPS 2014 Scheme   |
| Contract     | Permanent part time (following a successful six-month probationary period).  |
| Location     | Office based – Lytchett Minster and Upton Town Council Offices, 1 Moorland Parade, Moorland Way, Upton, Dorset, BH16 5JS   |

### **Job Purpose**

A varied and hands-on role in co-ordinating engagement activities, managing community events and civic functions, and supporting both day-to-day operations and public-facing communications across digital and traditional platforms.

- To act as the Council's Civic Officer and be responsible for coordinating and implementing civic protocol, functions and ceremonies.
- To provide administrative and practical support to the Town Mayor and Deputy Town Mayor.
- Manage all Council events to ensure they comply with budget, licencing, and health and safety requirements.
- To act as Council's liaison officer with all stakeholders, identify and share funding streams, and complete funding applications to support the delivery of key projects for the Council. Manage Council events, civic functions/ceremonies and projects as directed by Council and the Town Clerk.
- To improve Council's website in partnership with the Deputy Town Clerk and manage Council's social media pages, keeping them up to date and relevant.

- To support and deliver consultation and engagement exercises with the community of Lytchett Minster and Upton as directed by Council and the Town Clerk.

## **Main duties and responsibilities**

### **A. Civic role**

1. To provide the Town Mayor and Deputy Town Mayor with civic event and administrative support (including planning and diary management, travel arrangements, preparation of speeches and briefing documents) and liaise with organisations that request the attendance of a Council representative at an event, and to organise and attend any events representing the Council and the area of Lytchett Minster and Upton, in line with Council's Mayoral Protocol.
2. To liaise with the Town Mayor's chosen charities on the Town Mayor's behalf.
3. To oversee Council's Mayoral Protocol is implemented, met and upheld in terms of managing civic events with any other person or organisations involved in any civic event.
4. To update the Council Chamber's honours board and mayoral photos as required and ensure that arrangements are made to photograph Council activities and events.
5. To write and publish, with the approval of the Town Clerk, press releases and communications/publicity relating to Council civic events and activities.

### **B. Events**

6. To liaise with stakeholders and devise, plan, publicise and deliver a programme of safe and successful public events within budget that benefit the people of Lytchett Minster and Upton, as directed by the Town Clerk and Town Council and ensure that appropriate copies of adequate insurance, risk assessments, licences, road closures and other relevant permissions / authority and health and safety compliance are recorded in a timely manner.
7. Act as a community fundraiser by identifying and sharing funding stream opportunities with Council and stakeholders, and submit applications under the direction of the Council with support from the Town Clerk.
8. To promote Council activities via existing social media presence and website and work closely with Stakeholders and the Town Clerk/Deputy Clerk.
9. To create a centralised community diary on the website, and update with local events from local partners.
10. To manage any projects as directed by the Town Clerk within budget and report back to the relevant committee as directed by the Town Clerk.

### C. Public Relations

11. To work with the Town Council to facilitate two-way communication with residents and organisations via meetings, notice boards, newsletters, electronic technology, councillor surgeries, resident surveys, etc. to understand residents' and organisations' opinions and expectations of Council.
12. To undertake community engagement processes within budget as directed by Full Council and the Amenities Committee.
13. To actively manage Council's social media and website platforms to promote the public face of the Council.
14. To produce monthly 'Lyt-Up' newsletter to promote Council activities and initiatives.
15. Actively promote and protect Council's 'brand' image by utilising advertising and promotional campaigns/activities internally and externally with partners

### D. Administrative & General Duties

16. To establish and maintain good working relationships with Councillors, employees, voluntary groups, churches, community organisations, local authorities and other relevant agencies with whom contact may be made.
17. To resolve and respond to customer service queries, correspondence and requests for information in a prompt, courteous and informative manner.
18. To assist in supporting the operation of the Public Help Centre. This will involve dealing with members of the public (face-to-face or via the telephone) and directing them to alternative service providers, where necessary.
19. Attend evening Council meetings as and when required, and support the Town Clerk/Deputy Town Clerk in the preparation of agendas, reports and delivery of actions.
20. Take reasonable care of your own health and safety and co-operate with the Town Clerk and other managers, so far as is necessary, to enable compliance with the Council's health and safety rules and legislative requirements.
21. Undertake project administration and keep timely and accurate records, while at all times adhering to GDPR, confidentiality and information sharing protocols.
22. Work within the Council's policies and financial procedures at all times.
23. Attend training courses in accordance with identified training requirements.
24. To carry out other appropriate duties as may be required from time to time.

*This job description will be reviewed annually via the Council's Appraisal process.*