



Kesgrave Town Council

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Job Title: Service Development Officer to Kesgrave Town Council.

CONTEXT

The Service Development Officer will be responsible and the day-to-day **administration** of the Millennium Jubilee Hall/community Hall and the Council's Market, for promoting these and increasing and improving the two business models and footfall. This Officer will work closely with the job-share Caretaker/Litter Pickers, the Town Clerk/Proper Officer and relevant Contractors of the Council

Overall Purpose of Post

- Administration and attendance of evening Community and Recreation Committee with the Business Development Co-ordinator;
- Day-to-day administration, arrangement of maintenance and management of the Millennium Jubilee Hall;
- Day-to-day liaison with hirers of the Hall;
- Marketing, sales and promotion of the Hall, with maximum publicity;
- PDP (Performance Development Plan) will include goals for full booking capacity of the Hall and the take up of stallholders at the Market;
- Oversee day-to day administration and management, including financial management of the Market;
- Support the Market Manager with Marketing and promotion of the Market, with maximum publicity;
- Attendance of some evening meetings (currently Monday evening);
- Occasional emergency call-out to the Millennium Jubilee Hall;
- To receive visitors, assist members of the public, deal with incoming telephone calls, messages, letters, and emails and to ensure appropriate, timely and accurate responses

Main Duties and Responsibilities

- To administer with the Service Development Co-ordinator all aspects of the Community and Recreation Committee, including Agendas/Calling Notices, Reports, Minutes and attending such Meetings
- To provide project management services for the Millennium Jubilee Hall and the Market, including site meetings and liaising with contractors
- Responsibility for co-ordinating grant applications for the Millennium Jubilee Hall and the Market
- To assist the Responsible Finance Office (RFO) with any matters relating to the Millennium Jubilee Hall or the Market as appropriate

- To act as the representative of the Council as required
- To do any other duty as reasonably required by the Clerk/Council

Reports to:

- Town Clerk and Proper Officer

Person Specification

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Previous experience in marketing or sales, including to promote hiring a venue or take up of stallholders to promote an activity • Professional qualification or good workplace experience • Financial awareness and excellent numeracy skills • Computer literacy e.g. Word, excel, e-mail • Knowledge of office management processes 	<ul style="list-style-type: none"> • Knowledge of Kesgrave and issues affecting it • Understanding of Health and Safety requirements • Local Government experience
Skills	<ul style="list-style-type: none"> • Good communication and interpersonal relationship skills • Proven organisational skills • Project management skills • Ability to organise and prioritise work activities and meet deadlines • Analytical skills, attention to detail, ability to plan and co-ordinate 	<ul style="list-style-type: none"> • Able to maintain a high work rate and to handle a range of tasks, whilst completing priorities
Qualifications, Training and Experience.	<ul style="list-style-type: none"> • Evidence of higher level administrative experience in a customer facing, busy, service-driven environment and organisation • Experience of report presentation, both literary and verbal • Experience in project management 	
Attributes and Attitudes	<ul style="list-style-type: none"> • A high level of personal integrity, with proven experience of handling sensitive situations with tact and diplomacy and with complete respect for 	<ul style="list-style-type: none"> • A willingness to give generously of their time to support Town Council and community events and activities

	<p>confidentiality</p> <ul style="list-style-type: none"> • Ability to display a non-judgemental, open-minded approach • A natural enjoyment of working with all ages and groups within the community • Capacity for creative and strategic thinking • Ability to work with limited supervision • Commitment to the principles and practice of equal opportunities • Willingness to develop own skills and attend training where necessary • High achievement, motivation, and ability to plan and manage own workload within timescales • Flexibility, proactive and able to work under pressure 	
<p>Other</p>	<ul style="list-style-type: none"> • Ability to possibly work one Saturday morning per month if required/requested in medium/long term • Access to transport • Awareness of issues surrounding confidentiality • Availability to work evenings • Establish excellent professional relationships with Town, District and County Councillors and inter-agency colleagues, remaining calm and impartial and an awareness of political sensitivities 	<ul style="list-style-type: none"> • Availability to work occasionally during weekends • Occasional emergency call-out to the Millennium Jubilee Hall • Own car and full driving licence