

JOB DESCRIPTION

POST Business Support Team Member
LOCATION Great Linford Parish Council
REPORTS TO Parish Manager
HEAD OF OFFICE Parish Manager

1. PURPOSE OF JOB

Manage all queries that are presented to the parish council, resolve as many as possible at the first point of contact or forward to those with responsibility for the topic area. Provide a secretarial and administrative service to the parish council's office team which will also include facilities bookings, community focused admin, procurement, meeting support, planning support, communication and social media administration.

2. SPECIFIC DUTIES & RESPONSIBILITIES

Core activities for the Business Support Team	
1.	Provide the initial point of contact for all queries into GLPC offices which maybe via phone, letter, email, website or in person. Resolve as many queries as possible at first point of contact or log and direct to the person responsible for the area of issue or concern.
2.	Welcome and provide assistance to hirers who use the office facility, ensure they are aware of all the hiring conditions and safety requirements.
3.	Provided secretarial administrative support for all members of the office team.
4.	Provide operational support to ensure that the GLPC office team and can achieve the outcomes agreed by council whilst identifying trends in information and data to the manager.
5.	Order and maintain an effective level of all supplies and products used or sold from the office
6.	Act as the Fire Marshall for the office and meeting room as well as provide a weekly risk assessment of the offices and rooms.
7.	Ensure that the information held in the office reception area or on noticeboards are up to date, relevant and easily obtainable to visitors. Review and communicate trends in request for information and data. Produce any posters required by the team or user groups.
8.	Be responsible for the receipt of all cash/cheque payments from customers.
9.	Proactively engage with residents and partners to help GLPC support the community and signpost solutions if GLPC is not directly able to solve
10.	Carry out research and interrogate data to determine answers posed or finding grants and other funding
11.	Provide a proactive resource to support the communication activities set up by the Communication Officer on all of the various communication channels
12.	Resolve problems and queries in the most cost effective and positive way possible
Specific processes: the team will be responsible for managing the following processes on a rotational basis and dependant on skills, but each member should be able to cover one or more of the processes to ensure continuity of service during holidays and absence	

13.	Provide support for the council meeting process from collating documents for the agenda and additional information, communicating to Cllrs and residents, checking and processing the minutes and checking completion of agreed resolutions and actions.
14.	Manage the allotment processes from allocation to inspection and tenant termination.
15.	Manage the planning application process from review of current applications in the parish area, research previous and current plans and once council have agreed a response, update the MKCC portal
16.	Supporting the Community Engagement events that require administration, project support and communication, managing queries and correspondence if the Community Liaison Officer is not available
17.	
18.	Manage the facility bookings from receipt of a booking to raising the invoice. Manage the feedback from hirers and Caretakers and act to solve issues or problems.
19.	Providing support to the Parish Manager for administration of tasks and project support
20.	

21. Relationships

- a. Report directly to the Parish Manager
- b. Liaise and work with the relevant GLPC Officer on specific operational tasks
- c. Have appraisal and performance reviewed by the Parish Manager
- d. Work with all visitors to the office, all staff Cllrs and third parties

PERSONAL SPECIFICATION

	Essential	Desirable	Evidence
Experience	<p>Experience in an administration role.</p> <p>Experience of dealing with a variety of stakeholders</p> <p>Experience of dealing with the public and handling difficult situations/confrontation.</p> <p>Experience of PowerPoint and publisher to enable eye catching data /poster to be created</p>	<p>Experience of the working in local government and/or not for profit organisations.</p> <p>Experience in delivering communications material to a wider audience e.g., through social media channels, website and the published word</p>	CV
Knowledge	<p>Understanding of office and administrative systems</p> <p>The requirements for arranging meetings with numerous people in different organisations using different systems.</p>	<p>Experience of other administrative programmes and applications</p> <p>Understanding of Minute taking.</p> <p>Understanding of the project lifecycle and elements of effective project support</p>	
Skills	<p>Competent in Microsoft applications</p> <p>Able to maintain a high level of accuracy in preparing and entering information</p> <p>Ability to operate the common types of office equipment related to the job</p> <p>Evaluation and research skills</p> <p>Excellent interpersonal and team working skills</p> <p>Good decision-making skills</p> <p>Good communications skills, including effective verbal and listening skills</p> <p>Effective organisational skills and ability to work on own initiative</p>	<p>Understanding of MS365 and the Team collaboration</p> <p>ability to use Publisher software</p>	

Personal Effectiveness	<p>Positive and unflappable</p> <p>Problem solving – ability to think creatively to deliver a solution.</p> <p>Methodical</p> <p>High level of personal drive and a commitment to the Parish Council's agenda.</p> <p>Team player.</p>		Application Documentation and Interview
Qualifications	Significant level of job-related experiences.	<p>Educated to relevant degree level NVQ 3 / 4 or equivalent level qualification.</p> <p>Driver's licence.</p>	Documentary evidence provided