



HERTFORD TOWN COUNCIL

JOB DESCRIPTION

TITLE: OFFICE MANAGER
GRADE: SCALE POINTS 15-20 (£27,803 - £30,296) + OLW + 5% LOYALTY BONUS AFTER 3 YEARS
HOURS: 37 HOURS PER WEEK
LOCATION: THE CASTLE, HERTFORD
RESPONSIBLE TO: CIVIC ADMINISTRATION MANAGER

JOB PURPOSE

- To support the governance and day to day running of the Town Council.
- To manage the administration and co-ordination for the hire of Councils Facilities.
- To provide administrative support to the Senior Management team.

MAIN DUTIES:

Office Management

- Oversee daily office operations to ensure a smooth and efficient work environment.
- Manage office supplies, equipment, and maintenance needs.
- Coordinate and support HR functions, including recruitment, new starters, and the training and development programme for Officers and Councillors.
- Record and monitor customer complaints and compliments for the Council.
- Assist in the implementation of Council policies and procedures including General Data Protection Regulations (GDPR) and Freedom of Information Requests.
- Maintain a positive and productive office culture, promoting teamwork and collaboration.
- To assist with ensuring compliance with health and safety regulations.
- Ensure operation of venues fully complies with all appropriate licences and that these are kept up to date.
- To raise invoices, collect payments and receipts for venue bookings; liaising with the Council's Finance Manager as required.
- To work with the external wedding coordinator to ensure a seamless and high-quality provision of service.
- To undertake weekday viewings with potential venue hire clients.
- To forward plan bookings and set up requirements for facilities officers.

- To line manage the housekeeper
- To assist with updating information on the Council's website.

Committee Administration

- Liaise with lead officers to produce draft agendas for forthcoming meetings. Proof read draft reports, checking for spelling, grammar and accessibility.
- Ensure all agenda packs (both electronic and paper) are created and distributed and published on time.
- Liaise with guest speakers, third parties and members of the public attending Council/Committee meetings.
- Attend Council, committee and other meetings as required and agreed with colleagues. Meetings may be during the working day or in the evening.
- Produce high quality, accurate minutes of Council and Committee meetings.
- Maintain accurate and up-to-date records including lists of Councillors, Committees, Councillors' attendance records, Councillors' interests and declarations, terms of reference.

Other

- Be aware of the Council's commitment to sustainability and inclusivity in line with its published objectives.
- To provide support and holiday cover for other Town Council staff (for example covering Receptionist duties and /or Mayor's secretary).
- Any other duties as required.
- Be aware and contribute to the objectives of the Town Council

Hertford Town Council Objectives 2023-27:

1. Safeguard & enhance the natural environment and increase net biodiversity
2. Build strong links with residents, business & other stakeholders and empower them to develop vibrant communities
3. To foster a spirit of Hertford – celebrating its rich historical, natural, and cultural heritage through the arts, music, music, culture and sport
4. To support the continued environmental, spatial & economic development of Hertford with a focus on enhancing the vibrant town centre
5. To operate with sound financial management and good governance in all our activities

Person Specification –Officer Manager – Full Time

Criteria	Essential	Desirable	Tested by
Knowledge			
<ul style="list-style-type: none"> ▪ High standard of IT ability (Word, Excel, PowerPoint, Outlook, Adobe, Teams, internet, social media) ▪ Knowledge of local government ▪ Knowledge of Council protocol and legislation 	√	√ √	app form/ interview (all)
Skills			
<ul style="list-style-type: none"> ▪ Accurate minute taking ▪ High standard of written communication and comprehension (e.g. minutes, reports, correspondence) ▪ Good inter-personal skills with an ability to communicate effectively and diplomatically as appropriate ▪ Expertise in developing relationships with key stakeholders and suppliers ▪ Ability to manage own workload and work well under pressure. ▪ High degree of accuracy and attention to detail and maintain accurate records ▪ Highly organised and efficient with the ability to multi-task, prioritise and have the ability to cope with conflicting demands and deadlines. 	√ √ √ √ √ √ √		interview /test app form/ interview interview app form app form/ interview app form/ interview app form/ interview
Experience			
<ul style="list-style-type: none"> ▪ Worked in local government ▪ Worked face to face with public ▪ Experience of minute taking and minute writing ▪ Office administration / management experience (including budget management, use of databases and raising of invoices) ▪ Evidence of running events/functions ▪ Experience of setting up new database systems 	√ √ √ √	√ √ √	app form /interview (all)
Qualifications / Training			
<ul style="list-style-type: none"> ▪ Educated to A-level or equivalent, with GCSE Maths and English at Grades A-C or equivalent. 	√	√	app form app form

<ul style="list-style-type: none"> ▪ Certificate in Local Council Administration. ▪ Willingness to undertake additional training as required by the role eg. first aid / fire marshal training 	√		interview
Circumstances			
<ul style="list-style-type: none"> ▪ able to work flexible hours ▪ able to undertake evening / weekend working for meeting attendance / venue hire 	√ √		interview interview