

HALEWOOD TOWN COUNCIL

Job Description	
Job title	SUPPORT OFFICER
Accountable to	Town Manager
Responsible for	
Date reviewed	March 2019

Purpose of the job

The primary purpose of the post is, at all times, working as part of the Town Council staff team, to be a representative Halewood Town Council: to the community, its stakeholders and partners, providing cost effective, high quality services and amenities which reflects the interest and expectations of the Halewood community, in accordance with the wishes and powers of the Town Council.

Specifically, the post holder is, whilst on duty, responsible for the control and provision of Town Council premises and facilities, ensuring adherence to operational standards and procedures (including cleanliness, security and health and safety) and to offer a positive and welcoming service to the community, providing groups and individuals with assistance, support or information in booking and using Town Council facilities and assisting colleagues in service delivery.

Duties and responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken. Other duties may be necessary from time to time in accordance with established local practice or within the reasonable requirements of the Town Council.

1. To contribute proactively to events, initiatives and projects as directed by the Town Manager / Council.
2. To promote the Town Council and its facilities to potential users in order to maximise usage whenever appropriate and in service delivery, espouse high quality customer care and equality.
3. To encourage and accept bookings for functions and other events to be held on Town Council premises, adhering to agreed procedures at all times.

HALEWOOD TOWN COUNCIL

4. To support and collaborate with the Halewood community and the Town Council's other stakeholders and partners, in organising, developing and promoting community based activities and events.
5. To support and work alongside Town Council colleagues in the undertaking of their duties, including bar work.
6. To be aware of and comply with all policies and procedures relating to the protection of children and vulnerable adults, supporting difference to ensure equality of access and opportunity irrespective of ethnicity, gender, political or religious affiliation and belief or disability.
7. To monitor the condition of Town Council premises and facilities, systems, plant, fixtures and contents and to record and report any obvious defects or need for maintenance.
8. To undertake, within capabilities, repair, maintenance and improvement works, including redecoration.

Building Usage and Security

9. If required, to act as key holder for the Town Council sites and ensure, whilst on duty, that the integrity / security of Town Council premises and facilities is maintained and that, at as required, all required alarms are set successfully and heating and lighting switched off at the end of day.
10. To ensure that all escape routes are clear from obstruction, to assist in the operation of regular fire drills as required by Health and Safety Fire Regulations, and to ensure that all fire exit doors are operable during opening hours for the safety of the users of the premises.

Cleanliness and Hygiene

11. To contribute towards high standards of cleanliness and hygiene of the Town Council premises and facilities, ensuring, whilst on duty, that they are maintained at the required high standard and that Users leave the building in good condition.
12. To co-ordinate and assist, whilst on duty, the work of the caretakers/cleaners ensuring that the Town Council's buildings and facilities are cleaned to a high standard and that User's take responsibility for leaving the building/facility in a clean and safe condition.

Health and Safety

13. To use only approved equipment and stocks.
14. To use equipment and stocks in a safe way in accordance with manufacturer / COSHH regulations.
15. To be aware of and comply with all policies and procedures relating to Health & Safety.

HALEWOOD TOWN COUNCIL

16. To inform the Town Manager of any health and safety issues that may place individuals in danger.

Data Protection and Information Security

17. Implement and act in accordance with adopted Data Protection and Information Security Policies.
18. Protect the Town Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
19. Report actual or potential security incidents.

March 2019