



# SEAHAM TOWN COUNCIL

## INFORMATION/TECHNICAL ASSISTANT (CAREER GRADE)

### JOB DESCRIPTION

1. **JOB TITLE:** Information/Technical Assistant (Career Grade)
2. **GRADE:** SCP 20 – 24
3. **LOCATION:** Town Clerk's Department at Town Hall, Stockton Road and such other locations as required.
4. **RESPONSIBLE TO:** Town Clerk, Deputy Town Clerk, Finance Officer and Senior Clerical Assistant
5. **KEY RESPONSIBILITIES:**
  - To work as part of a team providing clerical functions and support for a range of Council services.
  - The post holder will deal with enquiries through the Tourism and Information Office including research, fact-finding and associated work relating to the development and implementation of such services.
  - Liaise with Tourism agencies and organisations, maintaining links and working on relevant projects.
  - Assist in the identification of suitable new projects, research relevant sources of grant funding and support the application process.
  - Provide secretarial support for the Mayor, including dealing with appointments and the Mayor's diary, invitations, correspondence, organisation of functions and receptions.
  - To carry out a varied programme of administrative and clerical duties and responsibilities involving attending and clerking meetings as required; preparing agendas, minutes, reports and correspondence.
  - Provide assistance as required in dealing with matters connected with the Council's twinning/partnership arrangements including visits by groups from and to Seaham; transport; arranging itineraries; finding host families; arranging receptions and other ancillary work.
  - Under the supervision of the Finance Officer, to carry out a varied range of duties in relation to the Council's financial transactions and activities and to assist in complying with the Council's statutory requirements to maintain proper accounting records and systems.
  - Assist in the issuing of invoices and collection of fees from sports lettings, the

organisation of events including attendance and assist in the invoicing and collection of income on burial issues.

- To provide general clerical support and computer/typing assistance within the Town Clerk's Department on a varied programme of services and activities.
- To assist in the preparation of Town Council publications.

## **6. OTHER DUTIES AND RESPONSIBILITIES:**

The following list is typical of the range of duties and responsibilities which the postholder is expected to perform. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time.

- Dealing with personal callers, telephone and other enquiries at the Civic Offices including requests for faxing, photocopying.
- Helping to develop and expand the tourism and information services of the Council.
- Ordering and maintaining supplies and stocks of stationery materials and literature including souvenirs and memorabilia. Also promoting and dealing with sales of Council services.
- To provide secretarial support for the Mayor, maintaining the Mayor's diary, dealing with appointments, invitations, enquiries and correspondence on civic issues.
- To organise functions and receptions as well as major events. e.g the Mayor's Civic Service; Mayoress at Home; Mayor's Civic Ball etc.
- Maintaining contacts and networks with regional and other tourism information centres. Obtaining new literature, posters, leaflets and display materials regarding events and public interest issues.
- To assist, as required, in town twinning visits to and from Gerlingen.
- To liaise with local community groups, voluntary organisations and individuals.
- To attend meetings and training courses associated with the post.
- To assist with planning for and possible future development of a permanent heritage centre or museum including collection and maintenance of records of artefacts and items of interest for the collection and safe storage/retention.
- To provide assistance as required in relation to the Council's twinning/partnership arrangements for visits by groups to and from Seaham to their twin town(s) including marketing/publicity; travel arrangements; bookings; hosting, and programmes for visits, receptions etc.
- To carry out general clerical support and assistance as may be required within the Town Clerk's and Parks departments.
- To assist with promotional campaigns in producing posters, leaflets and advertising material as required.

- To develop, maintain and work to agreed work plans in meeting targets and deadlines to ensure successful delivery of key events and activities.
- To assist in clerking meetings.
- To assist as required at civic, twinning or other outside Council events such as the Mayor's Civic Ball; twinning exchange visits; receptions and to provide general support as required.
- To undertake typing duties relating to a varied range of services, functions and activities including correspondence, production of reports, minutes and other documents as may be required.
- To produce and maintaining a variety of Council records.
- Preparatory work, filing, research and general enquiries.
- Assisting and dealing with enquiries from the general public and whenever necessary providing support and assistance to ensure the effective running of the Tourism and Information Office.
- Dealing with core clerical and support duties in the Town Clerk's Department including photocopying; filing; duplicating; collation and distribution of agendas, minutes and reports; postal and other associated duties.
- Whenever required to assist at outside events, other functions and with twinning arrangements by providing support services.
- To provide general support and assistance with the finance functions of the Council including processing orders and accounts; checking requisitions; banking and petty cash issues; making entries in the financial registers including processing expenses and claims.
- To assist in training and supervising Trainees.
- To develop and use IT skills with a variety of equipment including computers and any new technology introduced by the Council which may involve expanding or improving areas of operations.
- To assist the Town Clerk and Deputy Town Clerk with management of the Council's official website and social media, to monitor content and regularly update the website and social media as required.
- To assist the Town Clerk in developing strategic policy and procedural matters including specialist activities.
- To develop a personal knowledge of administrative law, Council policies, procedures and systems and the need for observance of statutory deadlines and targets. Also to maintain and operate such work programming systems.
- To help with the development of presentations as required.

- Acting as a security key holder, locking all doors and windows, securing shutters and putting on alarms.
- To carry out such other reasonable duties as and when assigned including clerical and other ancillary work at any other reasonable location whenever requested.

**Period of Notice**

One month's notice is required by either side in connection with the termination of this post.

**Additional Terms and Conditions Applicable to all Posts**

The additional Terms and Conditions in Appendix A, a copy of which is attached, also apply to this post.



# SEAHAM TOWN COUNCIL

## APPENDIX A

This Appendix contains additional terms and conditions which are incorporated within the Job Descriptions of all employees of Seaham Town Council.

- (a) In the interests of health and safety an employee who is pregnant is required to notify their employer in writing as soon as practicable in order to ensure their personal welfare requirements.
- (b) Holidays must be applied for in writing. They will only be granted on a first come/first served basis. The employer reserves the right to refuse applications, which are detrimental to the operational needs of the organisation.
- (c) No employee, irrespective of the circumstances, will be entitled to carry forward holidays into the next holiday period.
- (d) The terms of the Collective Agreement entered into by Unison and the General Municipal and Boiler Makers Unions in July, 2002 are binding on, are incorporated within and are to be read and construed as part of the terms and conditions of contract of each employee.
- (e) Employees should familiarise themselves with and agree to comply with existing policy and procedural documents of the Council including -
  - The Council's health and safety policy;
  - The Council's disciplinary procedure
  - The Council's grievance procedure
  - The Collective Agreement entered into by both Unison and the General and Municipal Boiler Makers Unions in July, 2002.

A booklet incorporating all of these policies and procedures is available for perusal and may be viewed during office hours in either the Town Clerk's or Parks Departments.

- (f) Where protective clothing or corporate wear is provided employees must wear and use such clothing in appropriate and relevant situations in the interests of their personal safety, health and welfare.
- (g) The Council operates a closedown policy of their operations between Christmas and the New Year. This is done as an efficiency saving on utility costs. Each employee is required, from their annual leave entitlement, to utilise the equivalent working days (usually 2.5) during this period as part of their annual leave entitlement.