



Nailsworth Town Council

Customer Services and Communications Assistant Job Description

Salary scale	LC1 SCP 5-6
Salary	£18,795-£19,171 p.a.
Pension scheme	Local Government Pension Scheme
Hours per week	37 hrs per week with very occasional weekend and evening work for which 'time off in lieu' can be taken
Location	Civic Centre, Old Market, Nailsworth GL6 0DU
Responsible to	The Town Clerk and Deputy Clerk
Annual leave	23 days p.a. plus 1 extra statutory leave day and bank holidays

Overview

A busy and varied role, the Customer Services and Communications assistant will work closely with the Customer Services Facilities Assistant to;

- Present a positive image as the first point of contact for the public, press and partner organisations
- Assist with managing and hiring out the Council's community buildings
- Provide an accessible, responsive and engaged service to the community

Specific Responsibilities

Council:

- Circulate all agendas, minutes and papers as directed by the respective Officer
- Receive planning applications and ensure they are included on the appropriate agenda
- Display Council information on notice boards and websites as directed
- Report issues to the respective local authority (e.g. SDC/GCC)

Communications:

- Act as the Council Communications Officer, drafting press releases and information
- Use social media for the benefit of the council
- Update the Council website
- Act as the first point of contact for the public and arrange suitable times for them to meet the respective Officers or members
- Produce stylish display material, posters and leaflets

Financial:

- Prepare receipts for banking including paying into the bank
- Process invoices for payment, prepare BACS and cheque payments
- Receive payments for room bookings

General duties:

- Assist with managing facilities and liaise with other bodies (e.g. SDC/GCC)
- Receive and distribute incoming mail
- Deal with enquiries from members, residents and customers
- Produce a weekly calendar of community room bookings
- Other reasonable duties as directed by the Clerk