



Nailsworth Town Council

Customer Services and Facilities 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	20 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. pro rata plus 1 extra statutory leave day and bank holidays

Overview

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

- Present a positive image as the first point of contact for the public, councillors 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)
- Maintain an effective record of Council business in a recoverable format

Facilities:

- Ensure bookings of Council facilities are correctly recorded on the Council's booking system
- Issue keys and manage hire agreements for hire of Council buildings
- Prepare Council Chambers for meetings and clear up afterwards
- Assist in ensuring the Council buildings and equipment meet all of the required legal compliances (including Health & Safety and First Aid equipment for facilities) and carrying out physical checks of all buildings.

Financial:

- Issue invoices and receive payments for room bookings using the Council's booking system
- Prepare receipts for banking including paying into the bank
- Assist in processing invoices for payment

General duties:

- Answer incoming telephone calls, emails and visits, and deal with the enquiry or direct to the respective Officer
- Liaise with hirers, other bodies and contractors
- Produce a weekly calendar of community room bookings
- Other reasonable duties as directed by the Clerk and Deputy Clerk