



Candidate Pack for Operations & Communities Officer

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Overview

Nestled in the middle of the Shropshire Hills, Church Stretton is a market town with a population of 4,600.

As well as being steeped in history the town has a long association as a centre for walking holidays in the hills, along the Long Mynd and Cardingmill Valley.

Its diverse and vibrant high street is full of independent and interesting shops, coffee houses and restaurants.

Church Stretton is well connected with a train station offering connections to Shrewsbury and Birmingham to the East and Wales to the West and the A49 giving easy road access.

There are 13 Councillors, representing the four wards of All Stretton, Little Stretton, Church Stretton North Ward and Church Stretton South Ward.

Church Stretton is in the Shropshire Council's Church Stretton and Craven Arms division and part of the Ludlow Parliamentary Constituency.

For further information please see:

<https://shropshire.gov.uk/media/17695/churchstrettonprofile.pdf>

Town Council Responsibilities

The Town Council is responsible for a wide range of community facilities and over 200 acres of outdoor space stretching up onto the Burway.

Recreation Grounds

The Town Council looks after a number of recreation grounds and play areas.

- All Stretton Play Area
- Brooksbury Recreation Ground
- Russells Meadow
- Sandford Avenue Park (also known as the Town Park)

Local Nature Reserves

Church Stretton Town Council is the only local council to own and manage two local nature reserves:

- Coppice Leasowes
- Rectory Wood and Field

The Town Council is supported by an enthusiastic team of volunteers who assist in overseeing the management plan and organise regular volunteer working days.

Cemeteries and War Memorials

The Town Council acts as a burial authority, manages two cemeteries and are responsible for two war memorials.

- Greenhills Cemetery
- Cunnery Road Cemetery is the old Town cemetery with a number of War Graves
- Church Stretton War Memorial
- All Stretton War Memorial

Toilets

There are two toilets blocks which the Town Council manages. They are open 8am to 7pm seven days a week. They are a valuable resource for the many visitors to the town.

- Easthope Road Toilets
- Lutwyche Road Toilets

Community Buildings

The Town Council operates a number of buildings for community use.

- Silvester Horne Institute (Charity)
- Russells Meadow Pavilion
- Tennis and Bowls Pavilions (Sandford Avenue Park Charity)

Market

King John first granted the market charter in 1214. The market is run by license on behalf of the Town Council in the square every Thursday.

Public Realm

The Town Council owns and manages numerous public realm assets including:

- Footway lighting
- Seats and benches
- Christmas lights

As well as managing these assets the team keeps Church Stretton clean and tidy.

Events

The Town Council run a number of community events each year, including the annual Christmas Lights Switch On. Recent events this year have included a family fun day and commemoration of the 80th anniversary of D Day.

Charities

Town Councillors are also Trustees of the three charities operated by the Council as sole trustee.

- Silvester Horne Institute and Cottage
- Sandford Avenue Recreation Park
- Brooksbury Play Area (also known as Churchill Road Play area)

Grants

The Town Council has an amount of money set aside each quarter for grants which give benefit to all or some of the inhabitants of Church Stretton Parish.

CHURCH STRETTON TOWN COUNCIL

JOB DESCRIPTION

1. GENERAL INFORMATION

JOB TITLE	Operations & Communities Officer
CONTRACT	Full-time, 37hrs per week worked across 5 days
SALARY	SCP 10-12 (£27,694-£28,598)
ACCOUNTABLE TO	Deputy Town Clerk (Team Leader)
LOCATION	60 High Street, Church Stretton, SY6 6BY
GENERAL RESPONSIBILITIES	<ul style="list-style-type: none"> • To ensure the efficient functioning of Church Stretton Town Council offices. • To be the first point of contact for those communicating with or visiting the offices. • To deal with requests, queries and complaints on the telephone and through letters and emails. • To provide management for the town councils facility booking and cemeteries. • To be the lead officer for events and communications.
CONDITIONS OF SERVICE	As per the Employee Handbook and other policies adopted by the Town Council

2. Job Purpose:

The Operations & Communities Officer will be the main front of office personnel for Church Stretton Town Council and, as such, is likely to be the first person with whom visitors and those who contact the Council will interact. It is important, therefore, that those people feel supported and feel confident that their requests, queries and complaints will be appropriately addressed.

The Operations & Communities Officer will report to the Deputy Town Clerk, ensuring that the Deputy Clerk is kept fully informed of operational delivery. This role will be supported by and have a great deal of interaction with the Town Clerk also.

3. Specific Responsibilities

Main Tasks

Reception

Welcome visitors to the Town Council Offices, directing them to the appropriate member of

staff/Councillor, or addressing their requests, queries or complaints.

Receive telephone calls, connecting people to the appropriate member of staff/Councillor or, where possible, dealing with the query and providing advice and guidance.

Open and record all items arriving by post, forwarding them to the appropriate member of staff/Councillor.

Handle emails, replying, redirecting them where appropriate, ensuring that they are followed up, and keeping a record.

Receive reports of any problems relating to Town Council amenities, including public toilets, Sanford Park, playing fields, Rectory Wood and Field, Coppice Leasowes, cemeteries, Silvester Horne Institute. Ensure that these issues are dealt with. Keep a log of each problem and how it was addressed. Keep the Town Clerk, Council Chair, Shropshire Council and other appropriate organisations informed of problems that arise.

Cemeteries and memorials

Deal with all matters relating to burial plots, liaising with both Funeral Directors and members of the public. This will include:

- Checking the availability of plots
- Selling plots
- Providing Deeds of Grant
- Liaising with memorial firms regarding the erection of memorials, and ensuring the appropriate paperwork is completed
- Invoicing where any of the above incurs costs

Process requests for memorial benches. Check with Outdoor Staff on position/ area. Liaise with purchaser about wording for any plaque. Place the order and supply invoice.

Bookings for use of Council amenities

Co-ordinate all bookings for the Silvester Horne Institute, Rectory Field and Russell's Meadow.

Liaise with clients regarding their specific needs, and provide them with the necessary information regarding costings, booking rules and restrictions, licensing rules, etc.

Where necessary, provide keys for the above, noting when they go out and when they are returned.

Issue invoices.

Provide a weekly schedule for the Caretaker, liaising about room layouts and any other specific requests.

Provide a point of purchase of tickets for Silvester Horne Institute events.

Street Lighting

Receive and record information from the public regarding problems with streetlights.

Email this information to the correct contractor (Church Stretton Town Council or

Shropshire Council).

Ensure that repairs are carried out, recording when they are completed.

Report problem lighting columns to the Town Clerk for possible replacement.

Check the annual invoice for repairs carried out against records kept.

Money

Obtain petty cash from the Post Office using the Town Council debit card.

Prepare for and carry out the banking of cash and cheques at the Post Office, entering all details into the paying-in folders, and recording BACS payments on the system.

Issue a monthly invoice to the market franchisee, receive payment and bank this at the Post Office.

Purchase office sundries, postage stamps and other inexpensive needs or equipment for the Town Council offices or Silvester Horne Institute.

Events

Provide management from start to finish for events. Ensuring that health and safety obligations are met and the events are cost effective and fun for all to enjoy. This work will be heavily supported by the Events Committee and other senior officers of the Council. But this role will lead the overall co-ordination and record keeping for events.

Communications

Be the primary lead for communications, ensuring the Town Councils website, social media channels and other comms are kept up to date, meet the corporate brand and align with strategic priorities. Supporting staff are provided to assist with this work.

Personnel

Work as part of a multi-disciplinary team under the general direction of the Deputy Town Clerk, but also have the ability to work on own initiative.

Provide support to other officers within the Council as and when required, and in particular during times of holiday and sickness.

Work positively with other members of staff and councillors at the Council in a supportive manner.

Represent the Council in a calm, non-confrontational and courteous manner and to ensure that any complaints are followed up and resolved constructively.

To actively and positively contribute to the appraisal process and to follow up agreed actions.

Policies

Carry out all duties in accordance with Church Stretton Town Council's adopted policies.

Accountability

To work with Town Clerk regarding the progress of delegated actions from Council and Committee meetings, to ensure that projects and activities are meeting proposed deadlines where possible.

Personal Development

Undertake from time to time any such training or attendance at relevant events as may be necessary or advisable as directed by the Town Clerk.

Other Duties

Undertake additional duties as reasonably requested by the Outdoor Team Leader or Town Clerk when required.

Person Specification	Essential	Desirable
Qualifications		
Good general education: 3 GCSEs or equivalent including Maths and English.	✓	
Introduction to Local Council Administration		✓
Educated to degree level or equivalent		✓
Relevant management or professional qualification		✓
Knowledge & Skills		
Interpersonal relationship building and negotiation skills	✓	
Good record keeping and numeracy skills	✓	
Working knowledge of Local Government		✓
Ability to prioritise and plan workload effectively	✓	
Excellent knowledge of social media and website management		✓
Work Experience		
Experience of working as part of a team	✓	
Experience of working in the local government sector and/or lead customer service role	✓	?

Personal characteristics		
An enthusiastic, energetic, resilient and resourceful leader who sets high standards and will constantly seek improvement in the context of what is best for the Town and its community	✓	
The very highest standards of personal conduct, probity, honesty and integrity engendering trust, respect and confidence	✓	
An approachable, open and welcoming personality, able to build and maintain good and effective relations with a range of differing groups - councillors, staff, business representatives, contractors, volunteers and the public	✓	
An ability to deal with challenging behaviour and remain impartial	✓	
A flexible style, open to suggestion and differing approaches. Always open to new ways of working, training and personal development	✓	

General Data Protection Regulations (Service) Consent to hold Contact Information

Your personal information is being processed by Church Stretton Town Council. We are committed to managing personal information in line with current legislation and best practice, this includes the new General Data Protection Regulation (GDPR) which is active from May 25th, 2018. Whenever you provide personal information, we will treat information in accordance with our privacy policy.

Description of processing

The following is a broad description of the way this council processes personal information:

Reasons for processing information

We process personal information to enable us to complete our recruitment process.

Type of information processed

We process information relating to the above purposes. This information may include personal details such as:

- Personal details
- Education details
- Employment details

Who the information is processed about

We process information about prospective employees.

Who the information may be shared with

We sometimes need to share the personal information we process with the individual themselves and with other organisations. Where this is necessary we are required to comply with all aspects of GDPR. We may need to share some of the personal information we process with others for one or more reasons. Where necessary or required we share information with: Business associates, professional advisers:

- Family, associates and representatives of the person whose personal data we are processing
- Local and central government
- Financial organisations
- Ombudsmen and regulatory authorities
- Credit reference and debt collection agencies
- Healthcare professional, social and welfare organisations
- Current, past or prospective employers

Retention Period	For unsuccessful applicants, personal data will be held for a period of six months following the conclusion of the recruitment process. For successful applications, personal data will be retained throughout their employment and for six years after employment ceases. Financial information will be held for 13 years in respect of pension provision.
Where stored:	Electronic, paper
Authority:	Church Stretton Town Council
Information Asset Owner:	Church Stretton Town Council
Location Held:	Electronically and Secure File
Permanent Preservation:	No
Sensitive Personal Data:	Yes

Rights of Data Subjects

The right to be informed	Data subjects should be clear about what, why and in what way, Personal Identifiable Information (PII) will be processed.
The right of access	Data subjects have the right to learn what PII is held on them by whom and why
The right of rectification	Data subjects can request corrections to their PII
The right to erase	Data subjects can request to be forgotten
The right to restrict processing	Data subjects can ask organisation to stop processing their PII
The right to data portability	Data subjects can ask for their PII in machine readable format or to have it sent to another organisation
The right to object	Data subjects can object to organisation processing their PII

Automated decision making and profiling	Protection against targeted marketing and decision making
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If you wish to receive more information regarding rights, you can do this by consulting the Information Commissioners Office (ICO) website or for more specific enquires at: townclerk@churchstretton-tc.gov.uk

Please sign and date below to confirm you understand and agree with our privacy policy.

Signature:

Date:

Summary of Terms and Conditions

Salary

The salary will be set at SCP point 10-12

The post is subject to the terms and conditions of the NJC National agreement on pay and conditions of service for local government services, a copy of which is available on request.

Starting Date

It is intended that the successful candidate will start employment from the 1st April 2026.

Interview Expenses

Candidates attending for interview will be paid expenses in accordance with the scale laid down by the National Joint Council. Expenses will not be paid until the conclusion of the interview. In the event of a candidate withdrawing their application or refusing the offer of an appointment on grounds which in the opinion of the interviewing panel are inadequate, no expenses will be paid. The expenses of the candidate appointed to the post will not be paid until the successful applicant takes up their duties with the Council.

Probation period

All new employees will be subject to a six month probationary period which will involve regular discussions on progress.

Membership Fees for Professional Institutions

The Council will pay the subscription to relevant professional bodies and will encourage attendance at professional development events organised by these bodies.

Working Week

The normal working week is 37 hours, this role is for 37 hours per week, and the post will be required to work over 5 days per week Monday to Friday. From time to time additional or flexible working may be required. Time off in lieu will may be taken for additional working time.

Flexible working

Full consideration will be given to a reasonable request for flexible working arrangements.

Other Employment

The post holder will be fully engaged in the employment of the Town Council and agrees not to undertake any other paid employment without the express written consent of the Council.

Annual Leave

In accordance with the national conditions of service (currently 17 days per annum, plus 2 Local Government concessionary days.)

Period of Notice

One month's written notice is required on either side to terminate the employment after the probationary period. (One week's notice on either side in the first six months).

Pension

Employees of the Council are entitled to join the Local Government Pension Scheme as operated by Shropshire Pension Fund.

Health and Safety

Church Stretton Town Council recognises its obligations under the Health and Safety at Work etc. Act 1974 to provide appropriate health and safety training and to ensure safe and healthy premises for all employees and visitors.

Equality Policies

The Council is committed to a policy of equal treatment of all employees and applicants and requires all employees to abide by this general principle and the requirements of legislation and Codes of Practice. In its employment policies all employees will be given equal opportunities in the application of their conditions of service, training and promotion prospects, regardless of sex, disability, age, marital/family status, sexual orientation, race, colour, religion, belief or political persuasion.

Other

The appointment will be subject to suitable references.