

## Liskeard Town Council

### Support Services Manager (Scale SP26) - £22,937 pa

Responsible to: Town Clerk

Responsible for: All Support Services staff

#### Job Description

**OVERALL PURPOSE OF THE JOB:** Day to day management of the Council's support services including finance, committee administration, human resources, reception/information services, and information technology, and supervision of the administration office. The post holder will serve as a member of the Officer's Management Team.

#### Main Responsibilities and Duties:

1. To provide a clear direction to support staff, so they understand how they contribute to the corporate aims of the organisation.
2. Through an awareness of the main statutory requirements on the Council, to deliver corporate support to the Council's role and services.
3. To promote the principles of customer care, equality, quality management and good health and safety standards.
4. To ensure all office support services are undertaken in accordance with operating procedures and to bring about continuous improvement through innovation.
5. To assist in maintaining a performance management framework which keeps both managers and Members informed of progress against business plan objectives.
6. To oversee all aspects of the day-to-day financial management of the Council, including supervision of the Accounts Officer, and assist the Town Clerk as Responsible Finance Officer in developing financial policies.
7. To ensure the councils policies and procedures are fully up to date at all times and to advise the Town Clerk and councillors as appropriate where these require updating with recommendations and evidence-based justifications for such change..
8. To manage administration relating to allotments tenancies/agreements.

9. To maintain council records including in relation to staff and councillor training, staff holiday records, and time-off-in-lieu and arrange for regular reporting to the appropriate committee.
10. To supervise staff engaged in administrative and information support services and in supporting the Mayor and other civic duties/obligations.
11. To maintain a range of files and databases relating to Council governance and business.
12. To arrange, attend and take minutes of meetings as required. (Note: This will necessitate periodic attendance at evening meetings for which Time-off-in-lieu will be granted).
13. To manage and oversee the Council's IT function, including maintaining the Council's website, and liaising with the Council's external IT contractors.
14. To support the Town Clerk as required in managing the Council's Human Resources function and liaising as appropriate with the Council's external HR advisors.
15. To assist in the management of civic and Mayoral functions as required.
16. To generate external funding for council programmes and initiatives from grant aid, sponsorships and other means.

General:

- (a) The hours of work for contractual purposes are 37 hours per week. Evening and weekend working is a requirement of the job for which compensatory time off will be given within the exigencies of the service and in line with Council policies.
- (b) To recognise and be aware of the requirements of the Health and Safety at Work Act as well as Fire and Safety regulations and ensure that these are observed and regularly carried out.
- (c) This job description is not, by definition, a comprehensive schedule of all tasks and duties that are required to be undertaken. Accordingly in addition to the duties specified the Office Services Manager will also be required to undertake any other duties commensurate with the status of the post.
- (d) The Support Services Manager will be required to pursue a programme of continuous professional development.

1<sup>st</sup> July 2016