

Royal Leamington Spa Town Council
Civic & Communications Officer Job Description

November 2022 / revised Mar24

Post	Civic & Communications Officer
Post No	B5
Grade/Salary	SCP 12 – 17
No of Hours	Full time - 37 hours per week
Location	Town Hall
Responsible To	Clerk to the Town Council
Responsible For	Co-ordinating the activity of the Mayoral Chauffeur

Main Job Purpose	<p>To provide support to the Mayor (inc. Deputy Mayor) and assist delivery of the Council's Civic and Democratic functions.</p> <p>To co-ordinate and develop the Town Council's communication activity</p> <p>The post holder will have regular contact with the Mayor and / or Deputy Mayor.</p>
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	<p>Main Duties and Responsibilities:</p>
1	<p>To provide comprehensive procedural and administrative support to the Mayor (and deputy), including:</p> <ul style="list-style-type: none"> -Receiving and responding appropriately to Mayoral correspondence, including invitations for the Mayor to attend local functions. -Working with the Mayor (and deputy) to manage the Mayor's calendar effectively and efficiently, having regard to the number and nature of events invited to. -Liaising with local organisations to explain procedures associated with the Mayor's attendance at events and obtain information about functions invited to. -Liaison & co-ordination with Mayor and other staff to ensure smooth attendance / participation of Mayor at events / appointments. -Advising the Mayor and undertaking research where required to support the Mayor's involvement in local activities, including speech and quote preparation. -Having an overview of civic regalia and its use.
2	<p>Mayoral / Civic events</p> <ul style="list-style-type: none"> -To organise and support Town Council led civic events, ensuring that these are managed in an efficient and timely manner. such as: <ul style="list-style-type: none"> • Remembrance events (supporting Town Clerk) • Civic Dinner • Civic Service; <p>taking into account all aspects of event management including: paperwork, risk management, communication, budget, civic protocols etc</p> <ul style="list-style-type: none"> -Attendance at relevant Civic events where required.

3	<p>Support the Mayor's fundraising</p> <ul style="list-style-type: none"> -To provide basic support and advice to the Mayor's fundraising activities, acknowledging the capacity for this is limited. -To have effective oversight of Mayors charity funds. -To liaise where appropriate with the Mayor's identified charities.
4	<p>Communications</p> <p>In consultation with the Town Clerk, to lead and co-ordinate the Town Council's communications activity, including</p> <ul style="list-style-type: none"> -Preparing draft press releases, speeches and related communications materials. -Preparing correspondence on behalf of the Mayor, including drafting responses to external enquiries. -Managing social media activity in accordance with agreed procedures, including preparing / identifying key messages. -Preparing materials for the Council's website and supporting the website's development and management. -Supporting the communications elements of Town Council projects and initiatives.
5	<p>General / other</p> <p>Supporting the smooth running of the office and town council activities, including responding to enquiries where appropriate and dealing with record keeping and administration.</p> <p>Working as part of the Town Council team on other initiatives as required and undertaking such general duties as directed that are commensurate with the Post.</p>

General Statement

The above duties and responsibilities do not include or define all tasks that may be required of the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed. These factors are reflected in the grading of the post.

Attendance during the evening or the week-end is occasionally required which is reflected in the grading of the post. Time accrued in excess of the standard working week will be subject to compensation as time off in lieu.

Health and Safety at Work

The Health and Safety at Work Act requires all employees to observe rules governing health and safety in the work place and such safety equipment as provided must be used. The Council operates a no-smoking policy at its offices.

Equal Opportunities

All employees of the Town Council of Royal Leamington Spa will be expected to comply with such policies in relation to Equal Opportunities as are adopted.

Pension Scheme

This Post is eligible for membership of the Local Government Pension Scheme. On commencement of employment, you will automatically become a Member of the Scheme. Further details of your entitlements under the LGPS are available on request.

Mobility

Where travelling to external locations is required, the Post holder will be reimbursed at the prevailing casual user rate of mileage or the cost of public transport.

Annual Leave entitlement

The Annual leave entitlement for this Post is 23 days, increasing to 26 days following the completion of 5 years' continuous service in local government (plus Bank holidays / plus 2 extra statutory days). This will be applied pro rata for those working less than full time hours.

Probationary Period

A probationary period of six months applies.

Civic & Communications Officer – Person Specification

Knowledge and Skills	Essential	Desirable	How Verified
I.T. Skills including MS Office (or equivalent), electronic communication, social media, websites.	X		Qualifications / Interview / Test
High standard of written and spoken English and ability to communicate well, both verbally and in writing.	X		Interview/Application Form/Test
Ability to work to deadlines and plan, organise and deliver own work-load	X		Interview/Application Form
Ability to work with others and establish good working relationships with Officers, Members of the Council and external stakeholders.	X		Interview/Application Form
Knowledge and awareness of the principles of Customer Care	X		Application Form/interview
Ability to work outside standard office hours unsupervised.	X		Application Form/interview
An ability to maintain confidentiality	X		Application Form/interview
Knowledge of Civic protocol and experience of dealing with Civic matters		X	Application Form/interview
Experience & Qualities	Essential	Desirable	How Verified
Experience in a post requiring sound organisational ability	x		Application Form/interview
Experience gained in an office environment		X	Application Form/Interview
Experience working with a range of stakeholders	X		Application Form/interview
Professional and personal integrity, discretion, awareness and sensitivity	X		Application Form/interview
Friendly, approachable manner, able to deal with a wide range of situations.	X		Application Form/interview
Experience in communication activity		X	Application Form/interview
Qualifications			
5 GCSE passes (Grade C or above) or the equivalent, including Maths and English.	X		Certificates
I.T. Qualification		X	Certificates