

Job Details

Job Title: Community Support Officer

Job Reports to: The Town Clerk (TC) (Project Manager where work is Town Deal related)

Responsible for: N/A

Normal location: Varied

Working Hours: Full Time: 37 hours per week (Usual working hours 9am – 5:30pm) with occasional evening and weekend work

Salary: £27,803 - £29,269 per annum (SCP 15-18) (Dependent on experience)

Holidays: 31 days per year, inclusive of bank holidays

Probation period: Six Months, with interim review at Three Months

Conditions of Employment: 2 years Fixed Term Contract in line with TTC Contractual Conditions

Job Purpose

The Community Support Officer will assist the Town Clerk of Todmorden Town Council with their duties as required and will specifically be responsible for furthering the Community Engagement. All duties are to be carried out in accordance with the Council policies and regulations.

Overall Responsibilities:

- To promote Todmorden through working with community groups to help take forward events, projects, initiatives and community engagement
- To establish a community network and work in partnership to facilitate and promote community initiatives
- To liaise with and work in partnership with the council's strategic partners
- To maintain clear records and files as required to support strategic aims of the council
- As required, to support the administrative function of the Town Council and the work of the Project Manager in relation to Town Deal Centre Vale Park projects.

Specific Responsibilities:

- To support Todmorden Community Groups with identifying and progressing grant applications.
- Liaise with the local Community Groups
- To maintain the Cost of Living, Community Organisations and Climate mailing list and send relevant news and information to the networks as it is researched or received and to organise events as required to deliver the councils community aims.
- To be responsible for all social media of a community nature seeking guidance from the Town Clerk and Responsible Financial Officer (RFO) before posting wherever issues may be of a contentious nature and to monitor such activity.

Job Description Community Support Officer – 2024

- To assist with the development of community-based projects as required; on occasion take a lead role in relation to a particular project.
- Under direction of the Town Clerk and RFO, upload community related website content, assist with updating website, maintain regular website items, and assist with development of Community Organisation section of the website.
- To assist in graphic design relating to any publication/display of material relating to the Town Council and recommending appropriate software to use and learning use of such software.
- Work alongside the RFO/Administration Officer organising events such as the cost of living networking event and Climate Assembly
- Assist Community Groups with grant applications to TTC
- Identify opportunities and complete grant applications for TTC to external grant funders
- Plan and deliver a range of ways to promote the council in the local community.
- Raise awareness of relevant projects the council is working on
- Demonstrate practical skills to achieve the desirable outcome.
- Draft press releases
- Produce articles for the quarterly Council newsletter
- Cover the Council Office as required
- Assist the TC and RFO in arranging Christmas light switch on and other outreach events.
- Support community groups to operationally run the Bandstand and Bowling Pavilion and where there are cross cutting themes, work together to attract external funding.
- Support the implementation of good governance/organisational structure for the Bandstand and Bowling Pavilion voluntary groups.
- Promote Todmorden and the community groups there in through direct engagement with groups, press releases, website and social media for wider audience.
- Overseeing the Vale Land Community Garden contract.
- Support Cornholme Old Library to enable more community usage (1 day a week based there).
- To identify the need for build the capacity of Cornholme Old Library voluntary Group and to work on a plan to increase the capacity for the group to progress.

Administrative:

- To answer the telephone for the Council, taking accurate messages, where appropriate.
- To document and escalate any queries/comments raised to the Clerk of Todmorden Town Council and relevant Councillor(s).
- To attend training courses/conferences when agreed by the Council.
- Any administrative tasks delegated from the Clerk of Todmorden Town Council.

- To provide information and prepare draft reports for Committees as required; to monitor and comment on matters arising from Committee Agendas; to note decisions made and take any consequent action required; to attend Committee where required.
- To research and assist in developing and introducing innovative approaches to community engagement.

General:

- To maintain Council standards and professionalism.
- To liaise and attend meeting with other partners and Governmental bodies.
- To attend internal and external meetings as required including evenings and weekends.
- Unsocial / weekend working may be required in line with Council needs.
- As Todmorden Town Council is a small team, you will be asked to be flexible to provide support during busy periods.
- Ensure that you follow all Todmorden Town Council Policies and Procedures.
- To undertake such other duties as may be required and as are commensurate with the grading of the post.

Legal Obligations

- Ensure observation of legal / statutory requirements.
- Monitor and advise on legislative change.

Entrepreneurship:

- Study relevant reports / other data and do research to maximise outcomes for Council assets and services.
- Draw up proposals and advise on practicality / likely effects.
- Manage applications for external funding, including overseeing the bid-writing by staff or externally appointed contractors/ consultants.

Job Skills, Experience and Qualifications

Essential

- Excellent written and verbal communication skills including confident and assured presentation skills.
- Self-diary management and the ability to work on own initiative.
- Excellent team working and patient customer service skills.
- Experience managing people

Job Description Community Support Officer – 2024

- Excellent numeracy, accuracy and speed in the preparation maintenance and monitoring of both manual and computerised records.
- Relevant technical knowledge, or the ability to learn required knowledge quickly.
- Highly organised, enthusiastic, driven, resilient and flexible in approach in a fast-paced environment.
- Excellent use of Microsoft Applications Word/Excel/PowerPoint.
- The right to work in the UK.
- Experience of WordPress or similar systems
- Experience of using social media platforms
- Relevant experience of working with community groups

Desirable:

- An understanding of how local Council meetings are run
- Experience of managing buildings
- External grant fund bid writing
- Understanding of governance requirements at community group level
- Delivery of community-based projects
- Management of budgets
- UK driving licence or ability to travel throughout the area