



JOB DESCRIPTION

Job Title:

Grounds Services Administration Officer

Department:

Grounds Services

Grade:

JG4

Hours:

37 hours per week

Contract:

Full-time

DESIGNATION

Responsible to:

Grounds Services Manager

Other Relationships:

- Director of Community Services
- Amenities Officer
- Senior Customer Services Officer

JOB PURPOSE

OVERVIEW

This administration role supports Weston Town Council's Grounds Services. The post holder will be the first point of contact for all grounds service enquiries and provide administrative support for the daily operations of the team to include, but not limited to, our play areas & open spaces, waste collections and street vitality. In addition this role will support and provide annual leave/sickness cover for our Amenities Officer in relation to Milton Road Cemetery to include, but not limited to, responding to public enquiries and attending internments/burials.

MAIN DUTIES AND RESPONSIBILITIES

Daily Operations

- To support the Grounds Services Manager with daily operational admin to include; responding to general enquiries, equipment/stock ordering, data collection/entry, order processing and complaint resolution.
- Provide admin support to the Director of Community Services as directed and in agreement with the Grounds Manager.
- To work closely with the Senior Customer Services Officer to ensure all grounds enquiries are dealt with promptly and by the correct member of staff/department
- To take a lead administration role on the PSS Live system (or other designated systems), which organises operational tasks in priority order, ensuring data is kept up to date and reports are filed correctly.
- Process requests for new litter/dog bins from members of the public, councillors and other agencies, whilst maintaining up to date records.
- To work closely with other key members of staff to facilitate internal requests for grounds services support.

Amenities Officer Cover

- To provide administration cover in the absence of the Amenities Officer for Milton Road cemetery, ensuring booking procedures are complied with.
- To ensure the keeping of accurate and complete records for all stages of internments/burial bookings.
- Process requests for burial plots and memorials, arranging plot deeds as necessary.
- To liaise with funeral directors, grave diggers and memorial masons as appropriate to comply with established procedures.
- Process requests for memorial trees/benches whilst maintaining up to date records.

General

- Comply with Weston Town Council's policies and procedures to include (but not limited to), Equal Opportunities, Equality and Diversity, Health & Safety, Safeguarding, GDPR, Volunteers
- Undergo such training as is identified by the Grounds Services Manager or Senior Management Team
- Undertake any other duties as reasonably requested by the Grounds Services Manager

PHYSICAL DEMANDS

Due to the nature of this role there will be elements of; display screen equipment usage, manual handling, sitting and/or standing for extended periods of time. During cover periods for the Amenities Officer walking and standing outside at Milton Road cemetery will be required.

WORKING CONDITIONS

This position is for 37 hours a week Mon – Fri and will be based primarily at the Weston-super-Mare Town Council Offices but will also include occasional offsite working (Milton Road Cemetery, Old Town Quarry).

SELECTION CRITERIA/PERSON SPECIFICATION

The successful candidate will show;

Excellent organisational skills

- A sound knowledge of Microsoft Office and a willingness to learn IT systems
- High levels of communication both written (to include email/electronic communication) and verbal
- The ability to work as part of a team
- Excellent customer service and the ability to respond to sensitive enquiries appropriately

EDUCATION, QUALIFICATION AND KNOWLEDGE

Essential

GCSE grade 4 (or equivalent) in English and Maths

Previous experience working in an administrative role

Desirable

Experience working within an operational service department.

Personal Qualities and Attributes

Essential

- The ability to remain calm under pressure
- Good interpersonal and organisational skills
- The ability to work on own initiative and as part of a team
- Good verbal communication and customer service skills
- Enthusiasm
- Good standard of written communication skills to receive and respond to written instructions and to keep written records if required.
- Smart professional appearance

- Physically fit, the ability to be able to walk around Milton Road Cemetery as required when providing Amenities Officer cover

Conditions to note

Candidates

When completing your application form please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the 7 values and behaviours.

Selflessness

Integrity

Objectivity

Accountability

Openness

Honesty

Leadership

Recruiting Managers

The following values and behaviours are essential criteria in each post and must be addressed directly by the candidates. The guidance notes on values and behaviours for managers give example questions to probe candidates in their interview and application stages of the recruitment process.

Values and Behaviours

Weston Town Council has identified 7 key behaviours and values (as above) that should be demonstrated by all Council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate 2 additional leadership behaviours.

Equal Opportunities

Weston-super-Mare Town Council is an Equal Opportunities employer and has an Equal Opportunities Policy with which you are expected to comply at all times. The Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias, irrespective of disability, race, religion or beliefs, nationality, ethnic origin, age, sexual orientation, gender or marital status.