

JOB DESCRIPTION + PERSON SPECIFICATION

Job Title: Community Engagement & Operations Officer (Full-Time)

Reports to: Clerk to the Council

Job Purpose

- To co-ordinate communications and engagement activities for the Parish Council, including the Parish Councils reputation on social media.
- Co-ordinate the operation of the Parish's allotments, including liaison with allotment holders and co-ordinate the escalation of general landscaping issues.
- Co-ordinate the recording, response and tracking of planning and licensing applications.
- Provide project support on key initiatives for the Parish Council.

SPECIFIC RESPONSIBILITIES:

Community Engagement

- Manage the Parish Council's website, including creation and maintenance of content from both the Parish Council and third parties.
- Manage the Parish Council's social media presence, including creating and publishing content and responding to comments/feedback.
- Co-ordinate the delivery of Parish engagement events, including the Annual Assembly.
- Co-ordinate content, publishing and distribution of the Parish Council newsletter, both print and digital.
- Support the delivery of projects initiated by the Communications and Media Working Group.
- Run Parish surveys and other feedback mechanisms.
- To maintain the database of resident contacts, in line with GDPR.
- Produce regular reports on the effectiveness of the Parish Council's communication and engagement activities.

Planning + Licensing

- To receive, record and distribute planning + licensing applications to the Planning & Licensing Committee.
- To generate the monthly agenda for the Committee meeting.
- To respond to applications, as minuted by the committee.
- To maintain the record of responses and outcomes.

Allotment Management

- To keep an up-to-date record of allotment tenants within the allotment software system.
- To maintain and manage a waiting list for all sites.
- To issue allotment agreements and invoices to new tenants.
- To issue annual allotment tenancy agreements and invoices.
- To chase up late payers in line with our rules & requirements of tenancy and record payments received.

- To keep records of the allotment water accounts up to date on the system.
- To produce all management reporting on allotments.
- To create a monthly allotment newsletter.

Landscaping

- To deal with the day to day issues relating to landscaping when raised by the Warden, including escalation and tracking to completion.

GENERAL DUTIES:

- Deal with members of the public both in person, on the telephone and via email.
- Maintain an effective electronic and hard copy filing system, where required.
- Liaise with other local authorities, contractors and suppliers as required.
- Assist the Clerk with the preparation, copying and distribution of papers for Council meetings.
- To minute meetings in the absence of the Clerk.
- To attend training courses as required by the Clerk and Council.
- To support Council projects under the direction of the Clerk.

PERSON SPECIFICATION

Qualifications

- GCSE's grade C or above (or equivalent) in English and Maths.

Experience

- Experience of working in communication and social media.
- Experience of project management and delivery.
- Administrative experience in an office or other workplace.
- Experience of working within a customer service environment or dealing with the public.

Technical Skills & Knowledge

- Knowledge of social media and digital marketing, including ability to use website publishing and content management systems and performance analytics.
- IT literate, including MS Word, MS Excel and Email.

Attributes & Attitudes

- Ability to translate complex projects into plain English.
- Ability to work effectively in a team and relate well to colleagues and Councillors.
- High personal integrity and trustworthy to deal with public money, financial affairs, confidential information.
- Highly self-organised and ability to plan and work effectively un-supervised and to strict deadlines.
- Self-motivated and proactive, ability to take the initiative or follow as required.
- Motivated to serve the community and further the aims of the Parish Council.
- Demonstrates common sense and good judgement.
- Polite under pressure, shows tact and diplomacy, including in public confrontational circumstances.

- Able to develop and maintain good working relations with Councillors, contractors and the public.

Physical Requirements

- Work performed in a normal office environment.
- Travel may be required from time to time meaning the job-holder must be able to organise own transport within the Parish and Milton Keynes.
- Occasional allotment inspections in the absence of the Warden.
- Occasional noticeboard updates in the absence of the Warden.
- Flexible and willing to work evenings and unsocial hours from time to time as reasonably required.

The statements in this job description are intended to represent the key duties, essential nature and level of work being performed. They are not intended to be all the responsibilities or qualifications for the role.