HAILSHAM TOWN COUNCIL

JOB DESCRIPTION

Operations & Facilities Officer

Service area	Operations and Facilities
Responsible to	Operations and Facilities Manager
Location	Council offices and other Council sites, as required
Post type	Officer / administrative support role
Grade	SCP 13-17
Hours	20 per week

Job Purpose

To provide effective administrative and operational support to the Operations and Facilities Management Team, assisting with grant applications, allotment administration, compliance systems, Council projects, health and safety, and the effective management of the Council's buildings, land and services.

The postholder will maintain accurate records, monitor deadlines, undertake research and liaise professionally with Council staff, councillors, contractors, tenants, allotment holders, external organisations and members of the public.

Key Duties and Responsibilities

1. Grant Applications

- Research appropriate grant-funding opportunities that support the Council's projects, services and strategic priorities.
- Maintain a register of available grants, eligibility requirements, application deadlines and potential funding values.
- Assist with preparing and submitting grant applications, including gathering quotations, project information, supporting evidence and financial details.
- Liaise with funding bodies and partner organisations regarding applications and funding requirements.
- Monitor the progress of applications and maintain accurate records of successful and unsuccessful submissions.
- Assist with grant-monitoring reports, funding claims and the collection of evidence required to demonstrate that funding conditions have been met.
- Ensure relevant deadlines, conditions and reporting requirements are communicated promptly to the appropriate manager.

2. Allotment Administration

- Maintain accurate records of allotment sites, plots, tenants, waiting lists, inspections and correspondence.
- Process applications for allotment plots and prepare new tenancy documentation.
- Issue tenancy agreements, invoices, renewal notices and other routine correspondence.
- Respond to enquiries from existing and prospective allotment holders in a helpful and professional manner.
- Monitor vacant plots and assist with their allocation in accordance with Council procedures.

- Arrange and record routine allotment inspections, reporting maintenance, health and safety or tenancy concerns to the appropriate manager.
- Prepare notices concerning plot condition, non-cultivation or breaches of tenancy conditions when authorised.
- Liaise with allotment associations, contractors, Council staff and other relevant organisations.
- Assist with reviewing allotment procedures, tenancy agreements, fees and site rules.

3. Compliance Software Administration

- Administer the Council's compliance and facilities-management software systems.
- Maintain accurate records relating to statutory inspections, servicing, planned maintenance, risk assessments and remedial works.
- Upload certificates, reports, inspection records and other supporting documents to the appropriate system.
- Monitor compliance dates and provide advance notification of inspections, servicing and renewals that are becoming due.
- Allocate or refer outstanding actions to the relevant member of staff or contractor and monitor their completion.
- Produce routine compliance reports, action lists and management information.
- Assist managers in identifying overdue actions, gaps in records and areas of potential non-compliance.
- Liaise with contractors and service providers to obtain missing reports, certificates and evidence of completed works.

4. Project Administration and Research

- Provide administrative support for operational, property, facilities and community projects.
- Undertake research into costs, suppliers, legal requirements, funding opportunities and examples of good practice.
- Assist with preparing project briefs, programmes, reports, specifications and procurement documentation.
- Obtain quotations and product or service information in accordance with the Council's Financial Regulations and procurement procedures.
- Arrange meetings and site visits, prepare agendas, take notes and maintain action logs.
- Monitor agreed project actions, milestones, budgets and deadlines, escalating potential delays or issues to the relevant manager.
- Maintain organised project files and ensure that decisions, approvals, quotations and supporting documents are properly recorded.
- Assist with preparing updates and reports for committees, working groups and the Council's management team.

5. Administrative Support

- Provide day-to-day administrative support to the Operations and Facilities Management Team.
- Prepare correspondence, reports, schedules, spreadsheets, forms and meeting documents.
- Manage diaries, arrange meetings and coordinate appointments and site visits.
- Respond to routine telephone, email and face-to-face enquiries, referring technical, complex or sensitive matters to the appropriate manager.
- Maintain effective electronic and paper filing systems in accordance with the Council's information-management requirements.
- Assist with processing purchase orders, invoices, contractor documentation and related financial records.

- Maintain registers of Council assets, keys, contracts, equipment, inspections and other operational information.
- Support the preparation and administration of tenders, quotations and contracts.
- Provide reasonable administrative cover and support across the Council when required.

6. Health and Safety Support

- Assist the Operations and Facilities Management Team with the administration of the Council's health and safety arrangements.
- Maintain records of risk assessments, inspections, accidents, incidents, training and health and safety actions.
- Assist with reviewing and updating risk assessments, safe working procedures and associated documentation.
- Monitor review dates and remind responsible officers when documents, inspections or training are due.
- Record accidents, incidents and near misses and ensure that documentation is passed promptly to the appropriate manager.
- Assist with workplace and site inspections and maintain records of actions identified.
- Support the provision and recording of staff health and safety training.
- Liaise with employees, contractors and external advisers to obtain relevant health and safety information.
- Report hazards, unsafe practices and compliance concerns promptly to the appropriate manager.
- Promote a positive health and safety culture throughout the Council.

General Responsibilities

- Comply with all Council policies, procedures, Standing Orders and Financial Regulations.
- Handle personal, commercially sensitive and confidential information appropriately.
- Work in accordance with data protection, equality, safeguarding and health and safety requirements.
- Provide a professional and courteous service to councillors, colleagues, contractors and members of the public.
- Attend meetings, training sessions and occasional site visits as required.
- Take reasonable care for their own health and safety and that of others affected by their work.
- Undertake any other duties that are reasonably consistent with the level and responsibilities of the post.

Key Working Relationships

- Operations and Facilities Manager and other members of the Operations and Facilities Management Team.
- Town Clerk, Responsible Financial Officer, Council employees and councillors.
- Contractors, consultants, suppliers and external professional advisers.
- Allotment holders, allotment associations, grant-funding organisations and external partners.
- Members of the public and users of Council facilities and services.

Person specification

	Essential	**Desirable**	**Method of assessment** **Application form (A)** **Interview (I)**
Qualifications	A level III qualification (e.g. A-levels, NVQ 3 etc) **or** substantial job-related experience	IOSH Managing Safely or equivalent health and safety qualification	A I
Knowledge and experience	Experience of writing grant applications Experience of one or more of the following : allotment management; property management; compliance; facilities administration Knowledge of health and safety requirements and associated record keeping	Experience of facilities management Experience of working within local government or the public sector Experience of risk assessments Experience of supporting projects, procurement exercises or contract administration	A I
Communication skills	Able to communicate appropriately with a wide range of people verbally and in writing		A I
Administrative skills	Ability to maintain records, produce agendas, take notes, arrange meetings Ability to manage competing priorities and meet deadlines		A I

IT skills	Competency in Word and Excel Ability to maintain records on a database		A I
Working style	Ability to work independently and as a member of a team		

Review of Job Description

This job description is intended to describe the main duties and responsibilities of the post. It is not an exhaustive list and may be reviewed and amended, following consultation with the postholder, to reflect the changing needs of the Council.