



# WE ARE GROWING OUR COMMUNITY PROJECTS TEAM: COMMUNITY SUPPORT ASSISTANT

Are you passionate about community? Our team needs a practical person with a flare for organisation and administration, who will roll up their sleeves to help out!

You should be a quick learner who:

- works well with people and understands the importance of community work
- likes a mix of office work and being on your feet in our community projects
- can use creativity and initiative to solve problems and promote our work

From helping in hospitality to building new environments where communities can thrive - in this role you can learn it all! Our team works to enrich the lives of residents in Yate and our department has many areas of responsibility including:

- Children, young people and families
- Arts, heritage and culture
- Ageing Better, and health and wellbeing
- Climate and Planet
- Creating and improving community spaces
- Marketing and communications
- Fundraising

This role is perfect for someone who wants a community driven career, has skills for business admin, is enthusiastic to learn more and excited by a varied role where no two days are the same!

This role is being offered at full time (37 hours per week Mon to Fri) or as a job share between two people (one person working 14hours across x2 days, and the other 22hours across x3 days, the job share days combined should cover all days in the working week, Mon to Fri)

# YATE TOWN COUNCIL

## JOB DESCRIPTION

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<b>JOB TITLE:</b>	<b>Community Support Assistant</b>
<b>GRADE:</b>	<b>H10</b>
<b>REPORTS TO:</b>	<b>Community Project Manager or Estates Manager*</b>
<b>TEAM:</b>	<b>Community Projects or Estates</b>

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### 1. JOB PURPOSE

Responsible to either the Community Project Manager or Estates Manager\* for assisting in the estates, projects and community administration work of the Town Council.

*\*You will be expected to be able to administrator all of the duties within this job description. However each post holder will focus on one of the two broadly defined areas (Community Projects or Estates) under the leadership and direction of the defined Manager:*

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### 2. MAIN DUTIES/ACCOUNTABILITIES

- (a) To assist the Manager to support the estates, project and community work of the Town Council.
- (b) Under guidance from the Manager, to assist in the provision of any administrative support within a community, estates and/or project remit, which may include, for example:
  - Specific schemes and projects (eg, purchase of equipment, project administration, vehicle leases, insurance claims, venue projects, grant funded projects etc);
  - To support and assist in matters relating to the administration of reports and actions connected to Full Council meetings (eg, projects), the Environment and Community Committee and Sub-Committees under that remit;
  - Clerking of community meetings such as Yate Community Plan group;
  - Assisting with quotes and tenders process (including inputting onto to Contract Finder);

- General admin tasks such as placing orders, processing uniform requests, monitoring training and funder requirements, general research, drafting funding bids, public consultations, asset management etc.
  - Marketing and communications such as creating and publishing digital content on the YTC website or social media (using multiple communication platforms e.g. Facebook, Twitter, Instagram, Youtube)
  - Assisting with compliance, governance, legal, policy, resource, staffing, health and safety and data security issues;
  - Assisting with events planning and attend events under the direction of the Estates or Community Projects Manager.
  - To support Friends and community groups.
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### **3. DIMENSIONS**

No financial responsibility.

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### **4. JOB CONTEXT**

To undertake day-to-day estates, projects and community administration of Yate Town Council, provide a service to the public and support the Town Council.

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### **5. SUPERVISION AND WORK PLANNING**

The postholder is expected to prioritise their own daily routine tasks and to carry them out. The postholder receives day-to-day supervision and work from the Manager, which is completed according to the priorities determined.

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### **6. PROBLEMS AND DECISIONS**

The post holder will provide practical advice to team members on a variety of administrative support issues. They are expected to be able to solve straightforward problems, using their own initiative.

The post holder should be able to effectively prioritise work demands to meet deadlines.

Urgent requests may be received in the absence of the Line Manager. In such instances the post holder will need to consider the urgency of the request and decide on the appropriateness of immediate action, such as referral to the Town Clerk, or Deputy Town Clerk.

Some of the information that the team obtains is sensitive or confidential, and it is important to exercise the highest standards of discretion and compliance with data protection requirements.

The post holder can refer to Line Manager for more complex issues that may arise i.e. complaints.

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## 7. CONTACTS

Estates Manager or Community Projects Manager - line management.

Wider Town Council staff team - to work together to deliver the work of the Town Council.

Town Councillors - Responding to enquiries and informing them of current and relevant information.

Members of the Public - Giving assistance and directing them to the relevant department where necessary.

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## 8. KNOWLEDGE, EXPERIENCE AND TRAINING

### Essential

- Considerable experience in administrative work.
- NVQ level 2 in Administration, or commensurate level qualification or experience.
- Good IT, numeracy and literacy skills.
- Experience creating marketing and communications content, digital and physical, particularly social media and website content.
- Experience of providing good standards of administration/customer service, including dealing with complaints.
- Able to communicate with a range of stakeholders, including community groups, management committees and the general public.
- Good organisational and prioritisation skills - able to work on own initiative and effectively manage priorities against deadlines.

### Desirable

- Experience of working within a local government or community setting.
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**9. PHYSICAL EFFORT AND/OR STRAIN**

Normal office environment.

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**10. WORKING ENVIRONMENT**

Normal office environment or working from home.

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**11. EQUIPMENT**

Computer and normal office equipment.

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**12. GENERAL**

This job description only contains the principal accountabilities relating to this post and does not describe in detail all the tasks required to carry them out.

Duties may vary from time to time without changing the character of the post or the level of responsibility.

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**13. SPECIAL NOTES OR CONDITIONS**

The postholder will be based at Poole Court/home. However, they may be required to work at other Town Council settings and will be required to attend occasional evening meetings and weekend/Bank Holiday events.

The post holder will be required to undergo training.

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Evaluation Date:

Effective Date: On appointment to post

Reference: CSA

# YATE TOWN COUNCIL

## EMPLOYEE SPECIFICATION

### JOB TITLE: COMMUNITY SUPPORT ASSISTANT

ASSESSMENT CRITERIA	ESSENTIAL	DESIRABLE
Qualifications	NVQ level 2 in Administration, or commensurate level qualification or experience.	
Work related experience and Associated Vocational Training	Considerable experience in administrative work.  Good organisational and prioritisation skills - able to work on own initiative and effectively manage priorities against deadlines.	Experience of working within a local government or community setting.
Other Relevant Experience	Experience of providing good standards of customer service, including dealing with complaints.	
Communications	Experience of creating marketing and communications content, digital and physical, particularly social media and website content.	
Specialist Knowledge		
Job Related Skills	Good IT, numeracy and literacy skills.	
Personal Skills	Able to communicate with a range of stakeholders, including community groups, management committees and the general public.	
Special Working Conditions	Out of hours working to support occasional evening meetings and events.  First Aider Requirement.	