

# Didcot Town Council

## Job Description

**Job Title:** Projects and Services Officer

**Accountable to:** Property and Facilities Manager

**Objective:** To assist with the day-to-day running, maintenance and care of all Didcot Town Council properties and facilities. To lead on individual projects. To lead on the administration of the allotment sites across Didcot.

### **Main Duties and Responsibilities:**

#### **Day-to-day tasks**

1. To deputise for the Property and Facilities Manager in all matters associated with the running of the Town Council properties including those leased to a third party.
2. To act as the Committee Clerk to the Property & Facilities Committee – preparing agendas and reports to present to the Committee – and producing notes and minutes.
3. To assist with the promotion of the facilities including hall bookings and to ensure there is personnel as required to host all DTC properties.
4. To ensure that all aspects of customer booking process are clear and easy to follow, documented and met fully and efficiently at all times.
5. To assist with reception cover on a rota in order to ensure a professional and warm welcome to all visitors. There will be some evening work and some Saturdays for which time off in lieu will be paid.
6. To ensure staff maintain a positive and professional customer service for all hirers and for all enquiries across all DTC properties.
7. Oversee the day-to-day management of the Civic Hall car park.
8. To assist the Property and Facilities Manager in monitoring budgets, and working closely with the Town Clerk on estimates and budget control, providing regular reports to the Property and Facilities Committee.
9. To co-ordinate the servicing, maintenance and repairs of fixtures, fittings and equipment within available budgets, and in accordance with an approved programme of forward maintenance.

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## Health and Safety

10. To assist the Property and Facilities Manager in ensuring that all DTC properties including the Council Offices – are safe and compliant. To ensure full compliance with all fire, employment and health & safety regulations. To assist in the training of staff and customers to increase awareness of relevant procedures.
11. To review the insurance requirements and risk assessments of all properties and to report back to the Property and Facilities Committee and the Town Clerk/RFO.
12. To ensure effective operation of all emergency procedures, including fire alarms, emergency batteries; heating systems and responsibility for the day-to-day management of CCTV and control of access in accordance with guidelines.
13. Act as a key-holder on a 24-hour call-out basis and ensure that a policy of call-out is documented and current at all times.

## Other projects

14. To maintain the allotment sites including allocation of plots; receiving payments; issuing receipts; chasing debtors; and the termination of plots. To include the administration of the allotment software package and accurate record-keeping.
15. To administer the Traffic Advisory Working Group and associated work arising from these meetings.
16. To administer the Public Art Working Group and associate work arising from these meetings.
17. To actively promote all DTC properties for a wide range of activities and events working with the Communications and Events Officer in the social media messages released through our website, Facebook and Twitter.
18. To assist with providing articles for the Council's newsletters.
19. To attend training courses as required by the Town Clerk.
20. To represent the Town Council in the community to raise the profile of the Mayor and the Town Councillors. To aim to work in collaboration with local businesses within Didcot.
21. To deal with any other matter which would facilitate the smooth running of all Council properties and any other project as requested by the Town Clerk or the Property and Facilities Manager.

**Working Relationship:** The role requires working relationships with other members of staff, elected Members of Council; other Councils, local organisations and groups.

Last reviewed: April 2021 – this job description is not exhaustive and will be subject to review and amendment as directed by the Council.