



WINDERMERE & BOWNESS TOWN COUNCIL

Representing the interests of the communities of Windermere, Bowness and Troutbeck Bridge

Job Description

Job Title: Assistant Town Clerk

Role: To contribute to the smooth running of services that the Town Council provides direct to the communities of Windermere & Bowness. To acquire the knowledge, qualifications and experience to develop as a Town Clerk.

Accountable to: The Town Clerk

Responsibilities to include:

1. The main area of service responsibility will be ensuring the smooth running of the Town's seven public conveniences (Braithwaite Fold, Bowness Bay, Rayrigg Road, Rayrigg Meadow, Quarry Rigg, Baddeley Clock & Broad Street), ensuring they are clean, pleasant to use and in operation for as long a time period as possible. This includes:
 - Overseeing the contract for cleaning, performing checks on the cleanliness of the toilets and the cleaning operation. Reporting any issues to the Town Clerk.
 - Acting as the main point of contact for the contactless payment contract and undergoing training to enable faults to be reported correctly.
 - Overseeing repairs and maintenance issues and the work of the operatives on contract to the Council. Ensuring that any repairs are completed quickly and effectively and, if repairs are simple, carrying them out personally.
 - Dealing with any complaints from public and visitors and being available to deal with any problems that arise flexibly (this will include taking messages via mobile phone out of hours).
 - Contributing ideas as to how to improve the public convenience services on offer in Windermere & Bowness and take part in putting forward proposals for future improvements.
 - Act as an ambassador for Windermere & Bowness and the Town Council, ensuring that the public and visitors are dealt with in a pleasant and courteous manner.
2. The post-holder will also be expected to administer the Town Council's facebook page, which is done on an ad hoc basis, as requests are received.

3. The post will contribute to the wider agenda of the Town Council and its provision of services to the public. This area of work is open to development and change over time but it is envisaged it could include some or all of the following :
 - Overseeing the allotment site on Orrest Drive, which has 14 plots.
 - Developing the land that the Town Council has acquired under Trust at Longlands.
 - Helping the Town Council to improve its information and communications, contributing to facebook and website updates.
 - Assisting the Town Steward in watering of town centre plantings.
 - Weekly winding of Baddeley Clock;
 - Helping to Keep Town Council noticeboards up to date.
 - Contributing to the development of a Community Plan.
4. The post-holder will be assisted to train for the Certificate in Public Administration and will shadow and deputise for the Town Clerk. A development programme of training will be agreed with the Town Clerk and it is expected that the post-holder will be in a position to take on a Town Clerk role in the future.

Working Arrangements:

- The Assistant Town Clerk will be expected to work the equivalent of 15 hours per week, on a flexible working pattern to be organised independently and flexibly in consultation with the Town Clerk. Some periods will require more input than others and it is expected that the tourist season will be busiest.
- Full training will be given and the Assistant Town Clerk will be encouraged to sit for the CiLCA qualification and to learn by deputising for the Town Clerk.
- The post will be remunerated on scale LC2 (below substantive) and pension contributions will be payable.
- There is no office base, as the Assistant Town Clerk is expected to be out and about in Windemere and Bowness for the majority of the time, but a mobile phone will be provided and assistance with homeworking, where necessary.
- The Assistant Town Clerk will need to provide their own transport (can be car, bike or other). Travel expenses within the parish boundary will not normally be payable, but travel to meetings or training outside the area will be re-imbursed.
- It is expected that there will be some administration work to be completed at home or at Langstone House, Broad Street, where the Council has a base. The Assistant Town Clerk may need to answer calls outside normal office hours and at weekends.
- Living locally will be an advantage and this work will suit an individual who is looking to work flexibly around family or other business commitments.