

Job Description and Person Specification

Job Title:	Business Support Officer
Location:	Lewes Town Hall, High Street, Lewes, BN7 2QS
Grade:	Spinal Column Point range 13 -17: (starting at £28,163 per annum)
Hours:	37 hours per week
Contract:	Full-time, permanent
Responsible To:	Town Clerk

Job Description

Main Purpose of the Role:

The Business Support Officer will provide effective and proactive administrative and organisational support for Lewes Town Council's activities and processes.

The role involves general administrative support to the Town Clerk and more specific support with Council Committee meetings.

Key Tasks:

Committee support

- Coordination of committee meetings, including scheduling meetings, preparing agendas and collating relevant reports to deadlines.
- Attending Committee meetings and preparing draft minutes.
- Supporting Council committees and working groups where required.
- Maintaining the Town Council's Minute and Motion Books.

Administrative support

- Assisting the Town Clerk and their Deputy in the day-to-day running of the Council.
- Administrative management of the council's annual Grants scheme.



- Providing effective administrative support, including answering enquiries from the public, room booking, arranging meetings and training.
- Administrative support and organisation of the council's events programme.
- Managing the training schedule and organising training for council officers.
- Supporting with uploading documents to the website.
- Supporting the management of allotments and fishing permits.
- Supporting communications activities for the Communications team.

Points to Note:

- The post requires flexibility in terms of time management and will require working evenings (7pm to 9pm, approx. 5 times per month) and some weekends (infrequent) to attend meetings and events as required. This will be compensated for, principally by time off in lieu which will be planned and agreed with the Town Clerk.
- The post holder will consistently apply the principles of Equal Opportunities, as embodied in the Town Council's policies and practices throughout the duties outlined.
- To undertake available training opportunities identified through appraisal and supervision and show a commitment to continuous development, to maximise your potential and ensure the efficient and effective delivery of Town Council services.
- This job description sets out the duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

Person Specification

Key Skills & Abilities
<p>Essential</p> <ul style="list-style-type: none">• Excellent communication skills, both verbally and in writing, to a range of audiences including councillors, voluntary and local community groups, third party contractors and colleagues• A strong team player• Ability to effectively organise own workload and meet tight deadlines, managing changing and conflicting demands• Use your own initiative and work independently• Ability to undertake a diverse workload



- Ability to make decisions that fall within level of responsibility
- Ability to respond positively and proactively to unexpected problems and situations
- Good presentation skills
- Good numeracy and literacy skills

Education & Qualifications

Essential

- 3 GCSE's Grade A - C or equivalent (including English and Maths)

Desirable

- Secretarial / Administrator qualification

Knowledge

Essential

- Proficient ICT skills
- Excellent Microsoft Office 365 working knowledge (Outlook, Word, Excel, PowerPoint)
- Working knowledge of common social media apps
- Ability to learn new software packages as required (e.g. Rialtas)

Desirable

- Knowledge of Lewes
- Knowledge of Town/Parish Council sector
- Knowledge of the services provided by Lewes Town Council
- Understanding of the differing levels and responsibilities of local authorities

Previous Experience

Essential

- Previous administrative work
- Assisting with organising and coordinating functions/events
- Customer service
- A busy office environment

Desirable

- Working in a political / public-sector environment



- Working for a Town/Parish Council

Personal Attributes

Essential

- Proactive Team Player
- Good interpersonal skills
- Professionalism in representing the council to members, colleagues, other organisations and the public
- Maintaining confidentiality and discretion when required
- Willingness to take on a range of tasks as required
- Flexible and self-motivated approach to work
- Positive approach to problem solving
- Diplomatic and assertive

Desirable

- A demonstrable interest in the town of Lewes either past or present

Other

Essential

- Ability and willingness to work evenings and weekends
- Flexible to changed working hours when needed