

NEWBURY TOWN COUNCIL

JOB DESCRIPTION

POST: Town Hall Officer

RESPONSIBLE TO: Civic Manager

SALARY SCALE: SCP 4 – 8 (£24,404 – £25,992) pro rata

POST HOLDER:

DATE APPOINTED:

MAIN OBJECTIVES

Newbury Town Council provides a variety of services to the local community, including managing parks, playgrounds, recreational areas, and open spaces. The Town Council also oversees several buildings, including the Town Hall, which is used by both the Council and external organizations for various purposes.

The role of Town Hall Officer is central to delivering exceptional customer service and ensuring the safety of the Town Hall. As a representative of the Council, you will take pride in maintaining the Town Hall's facilities to the highest standards, ensuring they are well presented and ready for use. You will coordinate the setup for different events, from Council meetings and training sessions to public events like coffee mornings and weddings. This will involve direct interaction with customers to ensure their needs are met with professionalism and courtesy.

MAIN DUTIES AND RESPONSIBILITIES

- To provide a polite and effective service to all users of the Town Hall.
- To carry out all required setting up for room bookings as directed by the Civic Manager.
- To act as the main contact for out-of-hours bookings, provide door management for access to events, including coordinating deliveries and ensuring necessary signage, restroom facilities and catering are in place, with clear-up after events as directed by the Civic Manager.
- To take ownership of the management of necessary repairs/works needed for the use of these facilities in agreement with the Services Delivery Manager, including minor maintenance tasks both internally and externally.
- To ensure health and safety compliance by carrying out regular checks and tests on equipment (e.g., fire alarms, fire extinguishers, speakers, projectors, and furniture) in line with fire risk assessments and safety regulations. This includes ensuring all

necessary safety tests are conducted, and that equipment is regularly maintained to meet compliance standards as directed by the Services Delivery Manager.

- To be responsible for the Council flagpole, raising appropriate flags on designated days and maintenance of flags when not in use.
- To undertake such other duties as may be required by the Civic Manager and which are reasonably consistent with the duties, grading, and character of the post.

PERSON SPECIFICATION

The ideal candidate for the Town Hall Officer role will be flexible, with the ability to work evenings and weekends. Strong interpersonal skills are essential, along with a willingness to undertake Health & Safety and manual handling training, if necessary. The candidate should be computer literate, with a working knowledge of Microsoft Office. Experience in door management and the ability to carry out minor maintenance would be advantageous but not essential. The ideal candidate is able to work independently with a proactive approach to work to meet the needs of the council.

Area	Essential	Desirable
Flexibility to adapt to changing work schedules, including evening and weekend work, as well as the ability to handle last-minute changes to events or setup	Y	
Great customer service skills with the ability to positively interact with members of the public	Y	
Ability to work well on your own initiative	Y	
Ability to use and maintain visual/audio equipment, knowledge of catering equipment would be advantageous	Y	
Computer Literacy: working knowledge of Microsoft 365	Y	
Understanding of meetings and events management needs	Y	
Being able to take on additional tasks or responsibilities beyond the core duties as required by the organisation	Y	
Physically able to carry out light manual handling duties and moving some furniture	Y	
Approved Health & Safety training/qualifications (alternatively, the successful applicant must complete the required training as soon as appointed)	Y	
Experience in DIY, including painting and decorating		Y
Approved Door Management training, or willingness to undertake training		Y
Experience of Town/Parish Council workings		Y

Newbury Town Council - General Officer Requirements

The post holder is required to contribute to the achievement of the Council's objectives through:

- **Customer Service**

When working for the Council, all employees are ambassadors of the Council and are expected to be courteous, helpful and professional when dealing with the public, the elected members of the Council and with colleagues.

- **Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

- **Corporate Responsibility**

The postholder will be a part of the Council team and will be expected to support the Council's Strategy and corporate objectives in all aspects of their work.

- **Climate Change**

Delivering energy conservation practices in line with the Council's climate change strategy.

- **Health and Safety**

Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.