HAPTC

Hertfordshire Association of Parish and Town Councils

HAPTC is a not-for-profit membership organisation that provides support, guidance and training to local councils and parish meetings across the county, helping them deliver for the communities they serve.

HAPTC has a reputation for understanding the challenges of the sector and has an established track record of representing and supporting its membership. HAPTC engages with numerous stakeholders across the public sector and believes strongly that collaborative working enables good communication and helps to reduce duplication and improves efficiency.

SUMMARY - COUNCIL OFFICER

Are you a highly organised administrator? Do you have an attention to detail and ability to manage multiple priorities? Can you communicate well, and do you enjoy being part of a small team? Then why not join us?

HAPTC is looking for a highly skilled Council Officer to provide support in the delivery of services to member parish councils across the county. This is a key administrative position is at the heart of a small but influential organisation. You will ensure the efficient delivery of services, provide day-to-day administrative support, and assist in communications and governance. It would be useful if you have experience in organising events, both in person and virtually.

We are looking for an experienced, self-motivated and efficient administrator to support the Chief Executive Officer in the delivery of excellent member services. You will be the first point of contact for advice and support to member councils.

To be the successful candidate you will need to demonstrate skills in administration co-ordination, interpersonal skills and ability to work independently and proactively. You will need to be comfortable both working alone and alongside others.

You will need to be confident in financial record keeping and organisational office management. It is desirable that you have a strong understanding of local government, particularly in the parish council sector.

JOB DESCRIPTION

JOB TITLE	:	COUNCIL OFFICER
RESPONSIBLE TO	:	Chief Executive Officer
SUPERVISES	:	N/A
LIAISES WITH	:	Parish, Community and Town Council staff and Councillors; National and County Associations; Local Authorities; Consultants; other relevant bodies.
PURPOSE OF JOB	:	To provide support and advice to the member councils and administrative support to the Association.
LOCATION	:	Working from home. Flexible working arrangements.
HOURS	:	20 hours per week, including some evenings (time off in lieu).

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. To provide excellent support services to member councils and encourage new councils to join the Association.

2. To maintain a detailed register of all Hertfordshire Councils.

3. To provide general administrative support to the Association. To be responsible for the ongoing development and maintenance of office procedures and instigate new methods of communications and services for member councils.

4. To receive enquiries from member councils, ensuring prompt acknowledgement of receipt, answering in full where possible or directing to the Lead Officer. To be responsible for monitoring enquiries sent to NALC or associates to ensure minimum waiting time. To keep full records of all enquiries received and their turnaround to provide regular statistical information to the Executive Committee.

5. To support the development, organisation and administration of the HAPTC training program, special events and member meetings.

6. To provide administration for bookings relating to external training providers.

7. To produce the members' regular electronic information and training bulletins.

8. To maintain the HAPTC website and to liaise directly with the provider when new initiatives and improvements are identified.

9. To provide website support to member Councils.

10. To support Clerks with ordinary elections and casual vacancies.

11. To provide administration for local and national grant schemes and support to councils.

12. To undertake day to day correspondence of a general nature associated with the Association.

13. To act as a Minute Secretary to the Executive Committee or other meetings. Working in conjunction with the Lead Officer, to issue the agenda and produce accurate minutes and papers to tight deadlines.

14. To provide administration for the Annual General Meeting and elections including, where possible, identifying speakers and sponsors.

15. To produce the electronic HAPTC Year.

16. To maintain financial records, accounts and monitor budget. To ensure payments are made in a timely manner and ensure receipt of income. To produce monthly and end of year accounts and arrange the annual audit. To ensure monthly and end of year pension returns are completed within specified timeframes.

17. Undertake special project work and other such duties which supports the objectives of the Association as the Lead Officer may from time to time direct commensurate with the level of the post.

18. To suggest and initiate projects/tasks to enhance the other aspects of the role with the agreement of the Lead Officer.

19. To initiate contact, introduction and welcome with new Clerks of member councils to explain and highlight our services and to support them as appropriate as they settle into their new role.

PERSONAL SPECIFICATION

	ESSENTIAL	PREFERRED
JOB KNOWLEDGE AND SKILLS: 1. Excellent interpersonal, communication & organisational skills. 2. Knowledge of office procedures. 3. Intermediate level Computer skills including • Windows • MS Office Programs • Word • Excel • E Mail 4. Ability to offer a constructive approach to administrative problems. 5. Previous experience of minute taking. 6. Web management 7. Publications	X X X X X X	 X X X X X
EDUCATION, QUALIFICATIONS, SPECIALIST TRAINING: 1. 'A' Level standard of education 2. Willingness to train further.	X X	
EXPERIENCE: 1. At least 5 years experience in an office environment. dealing with clerical & administrative tasks.	X	
OTHER REQUIREMENTS 1. Commitment to good Customer Service 2. Car driver 3. Occasional evening meetings	X X	X