

THORPE ST ANDREW TOWN COUNCIL

Job Title: Property and Facilities Officer
Hours: Part Time - 25 hours per week.
Salary: Local Government from NJC SCP11, which is currently £14.13 per hour.
Location: Thorpe St Andrew Town Hall (Council Offices).

JOB SUMMARY: To carry out the day-to-day duties relating to the bookings and premises within Thorpe St Andrew Town Council's hire Properties & Allotments.

The successful applicant will have good communication and literacy skills as they will be interacting with the public, Councillors and other organisations in both verbal and written formats. They will be confident with Microsoft 365 applications and be willing to learn to use our sector-specific software. The Administration Officer needs to be organised, flexible and able to show initiative when required.

Thorpe St Andrew Town Council is a member of the Local Government Pension Scheme which attracts generous employer contributions. The successful applicant will be provided with the opportunity to opt-in to this scheme via the Norfolk Pension Fund. Annual leave entitlement is 21 days per annum (rising to 25 after five years of service), in addition to normal bank and public holidays, the post holder will also be entitled to two extra statutory days.

Training will be provided to the postholder, with opportunities for continuing their professional development.

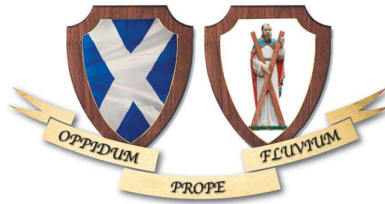
The job description and person specification are available online at: www.thorpestandrew-tc.gov.uk.

Prospective candidates are welcome to visit the properties, by attending the Town Hall or call (Tel: 01603 701048) to discuss the post or seek additional information.

Thorpe St Andrew Town Council is committed to being an equal opportunities employer. If you have any additional needs, please tell us about any adjustments we may need to make to assist you with the selection process.

Applications are invited via submission of a completed application form, which should be sent to the CEO/Town Clerk, Sarah Bristow by e-mail to clerk@thorpestandrew-tc.gov.uk

Deadline for receipt of applications: 12 noon on 11 July 2025.



THORPE ST ANDREW TOWN COUNCIL

JOB DESCRIPTION

Job Title: Property and Facilities Officer

Responsible to: CEO/Town Clerk/RFO

Date Produced: June 2025

Standard Hours: 25 hours per week

JOB PURPOSE

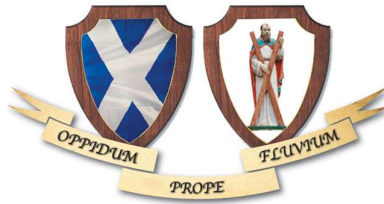
To carry out the day-to-day duties relating to the Bookings within Thorpe St Andrew Town Council's hire Properties & Allotments.

To maintain the hirers accounts on Scribe accounts package.

To assist with the organisation/coordination of functions/events.

Key Areas of Responsibility

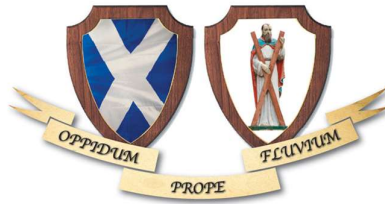
- a) To support the CEO/Town Clerk in the everyday running of the Town Council Properties.
- b) To take bookings in relation to the Town Council properties and facilities. Receive payments and raise bookings, forms, invoices and credits in line with the Town Council Conditions of Hire. Maintain the booking schedules and ensure each site is provided with up to date and accurate information on a daily basis. Maintain an accurate filing system for all bookings on our accounts package.
- c) To update price lists and booking forms following the annual rent review and advise regular users of the price increases, ensuring that they agree to the Town Council Conditions of Hire.
- d) To receive and record payments from customers, undertake credit control procedures to ensure timely payment of invoices raised or booking forms issued.
- e) Acting as a contact in the event of emergency – to provide access to the premises in the event of fire, flood, breaking and entering, and other emergency situations. Make sure that necessary fire equipment and test are carried out.
- f) To ensure that all access areas to the premises are kept clean and litter free, and are made as safe as possible according to weather conditions.
- g) Ensure rooms are ready, clean and tidy and in the correct set up for bookers upon arrival. Making sure that correct key codes are issued in a timely manner after payment has been received.
- h) To be aware and compliant with General Data Protection Regulations.



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- i) Wear all personal protective equipment that has been provided or necessary for the task.
- j) To operate any electrical equipment necessary for the task with due care and attention
- k) To maintain all equipment used in a clean, tidy and safe condition.
- l) To ensure any areas being cleaned display safety notices e.g. wet floors.
- m) To ensure all cleaning substances are stored safely.
- n) To consider whether there are Health and Safety implications or other issues for items which do not fall within normal procedures and deal with as appropriate or refer to the CEO/Town Clerk (Health and Safety) as a matter of urgency.
- o) To support the admin of the Allotments, including waiting lists, letters to holders, issues of Tenancy Agreements and invoices for payments on account package.
- p) The ability to communicate at all levels in a confident and knowledgeable manner.
- q) To Provide first aid cover, if required. (Training provided if needed)
- r) Be prepared to undertake any training deemed relevant to the post.
- s) To carry out any other duties that may be required.
- t) Working with other council officers and organisations to address the Climate & Biodiversity Emergency by supporting initiatives to reduce CO emissions from the Council's activities, properties and facilities.

Please note: This is not an exhaustive list and the postholder may be required to undertake additional roles and responsibilities as identified from time to time in order to meet the ongoing requirements of the council.



THORPE ST ANDREW TOWN COUNCIL

PERSONAL SPECIFICATION

Job Title: Property and Facilities Officer

Responsible to: CEO/Town Clerk/RFO

Date Produced: June 2025

Standard Hours: 25 hours per week

JOB PURPOSE

To carry out the day-to-day duties relating to the Bookings within Thorpe St Andrew Town Council's hire Properties & Allotments.

To clean the premises so they are in a clean and tidy order for Hirers.

To maintain the hirers accounts on Scribe accounts package.

To assist with the organisation/coordination of functions/events.

Essential

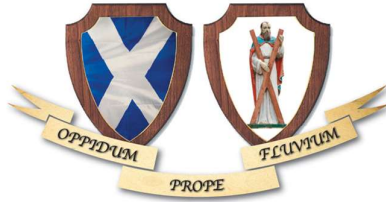
- Literate and numerate to GCSE or equal to.
- Customer Service Experience.
- Basic Computer Literacy.
- Attention to detail.
- This position necessitates some physical lifting, and the moving and handling of equipment/furniture will be required.
- Ability to work flexible hours including evenings and weekends where required

Desirable

- A knowledge and understanding of the requirements of the Health & Safety at Work Act and COSHH (Control of Substances Hazardous to Health 1995) procedures
- Experience of working with local communities and partnerships e.g. voluntary, business, other levels of local government
- Previous experience in dealing with booking enquiries.
- Use of booking software.

Skills

- Computer literacy including skills in Microsoft Word and Outlook, as well as booking software experience.
- Effective communication, both verbally and in writing.



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- Planning, prioritising, scheduling workloads and delivering to pre-determined timescales.
- Able to clean to a high standard.
- A methodical, accurate approach.
- Flexible approach to work.
- Ability to work under own initiative without supervision, as part of a team and as an individual.
- Enthusiastic, flexible and willing to participate and be involved in all matters relating to the Council's work
- Ability to adapt to change
- Self-confident
- Self-motivated
- A smart appearance and a positive, calm, patient, pleasant, tactful and discreet nature
- Ability to understand and implement procedures and orders.
- Innovative and creative.