

Telephone: 01252 712667

(Calls may be monitored or recorded for training purposes)

E-mail: town.clerk@farnham.gov.uk

20th December, 2018

Dear Applicant

Post of Assistant Town Clerk

Thank you for expressing an interest in the above vacancy. I am pleased to enclose details about Farnham Town Council and the role, along with an application form for your completion.

Farnham is ambitious for the future and we are looking to recruit an enthusiastic 'can do' person to help Farnham take advantage of the opportunities presented by potential synergies in working with principal authorities to meet the aspirations of the Farnham community. We are already well advanced on a review of our adopted Neighbourhood Plan and are keen to maintain and develop services for our local community. You will see from our website and Annual Report that we have a wide range of activities and partners. Staff and councillors are proud of our achievements and hope you will want to be part of our successful team.


If this post is of interest to you, please return your completed application form either by email or post to be with us by 5pm on Wednesday 9th January 2019. Please note that CVs will not be considered and short-listing will be based on the person specification and competency profile. Interviews are provisionally scheduled to take place on Monday 21st January at the Council Offices in Farnham.

Please send your completed form by email to: lcrecruit@ssalc.co.uk or by post to: Trevor Leggo, SSALC Ltd, Suite C 2nd Floor Sackville House, Brooks Close, Lewes, East Sussex, BN7 2FZ.

At the time of submitting your application it would be helpful if you tell us if you have any special requirements we need to accommodate if you are invited for interview.

Thank you for your interest in Farnham Town Council. We look forward to receiving your completed application form.

Yours sincerely



Iain Lynch
Town Clerk



JOB DESCRIPTION

Assistant Town Clerk **£30,507 - £36,876 (from April 2019)**

Scalepoint 27-34 (old scale points 33-40 until April 2019)

Your approach and experience

You will need to be a highly motivated self-starter with lots of energy and the confidence to take things forward on your own within defined parameters. A flexible and positive approach to work, with a 'can do' attitude is essential in this busy working environment.

You will be responsible for:

Main purpose of job: To manage and lead provision of the Council's administration, member services, , grants, and to manage the employees engaged in delivering a number of service areas, to produce a range of high quality, efficient, legally compliant and cost-effective services in these areas.

Main areas of responsibility:

- Council and Committee administration
- Member support
- Administration of grants to local groups
- Administration of the South Street Trust
- Freedom of information requests / Data access and GDPR
- Policy Development including emergency planning, CIL, and website
- Supporting the management and leadership of staff in the Administration Team and related HR support

Duties and responsibilities

- I. To manage and co-ordinate the Town Council's Committee Services, including responsibility for
 - organising the meetings, agendas and minutes of the Council and all Committee, panel and working groups meetings;
 - attending meetings as required, and ensuring that they are conducted in an efficient and legal manner, providing appropriate advice;
 - ensuring that decisions are communicated and acted upon appropriately.

2. To maintain, review and develop the Council's Standing Orders, Financial Regulations, Codes of Conduct, and the Register of Councillors' and officers' interests and ensure that these are complied with at all times in liaison with the Town Clerk.
3. To be responsible for members' services, including:
 - ensuring that members are kept informed issues impacting on them, the Town Council or ward specific issues and are aware of training and development opportunities;
 - production and updating of the Members handbook
 - support advice and training on all relevant issues, including those relating to standards of conduct and probity.
 - Ensuring relevant documents are published on the website.
6. To support the Council's planning functions, including:
 - Supporting the Lead Officer on planning issues;
 - Organising and managing the workload of task groups such as CIL;
8. To support the administration and finance staff and of the Council's grants procedures and policies, and be responsible for the payment and correct usage of grants paid, including reviewing policies and procedures to ensure compliance with good practice.
9. To manage the administration of the Farnham South Street Trust and its compliance with legislation.
10. To mentor the employees providing administrative support and to ensure that the staff concerned provide the required levels of service and to support external contractors as needed.
11. To manage staff in the team, and ensure:
 - That all employees understand their roles and are kept informed of all appropriate developments;
 - Effective team work and procedures, and continuous improvement of team working;
 - Continuous improvement in working methods and customer service ;
 - Effective performance against objectives and performance indicators;
 - Employees are offered appropriate training and development opportunities.
12. To be the lead officer for GDPR and data protection compliance and FOI/ Data subject access requests. To lead and manage specific and appropriate corporate policies and projects as and when required in discussion with the Town Clerk including updating the emergency plan and developing other policies as required
13. To oversee the Council's complaints procedure, and the proper handling, investigation and resolution of complaints against the Council, its staff and its members as required by the Town Clerk.
14. To assist the Town Clerk in compiling budgets for all activities and projects relating to the administration and governance functions, and to be responsible for monitoring, controlling and ensuring effective expenditure of these budgets.
15. To be responsible for ensuring compliance with health and safety regulations in all activities relating to the administration and governance functions, including arrangements for the training of staff in health and safety matters, and ensuring that the Council's obligations for risk assessment on all properties, activities employment and related events are properly met.

16. To keep up to date with best working practices within and outside local government ; to study reports and other data on the performances of the Town Council and comparable organisations; to discuss such matters with specialists in particular fields; and to produce reports on proposals for improvements to services and working arrangements as a result.
17. To liaise and develop relationships with external bodies, including other local authorities, residents, businesses and local organisations, and to build strategic alliances through partnerships and other professional networks in conjunction with the Town Clerk
18. To assist the Town Clerk and Council in:
 - Setting the Council's overall strategic direction, particularly in relation to matters involving or affecting governance and administrative functions;
 - Securing the best use of the Council's assets;
 - Ensuring that all legal, statutory and other provisions governing or affecting the running of the Town Council are observed, maintaining a working knowledge of relevant legislation, statutory instruments and codes of practice relating to governance and supporting the Town Clerk in his role as Responsible Financial Officer as and when required ;
 - Monitoring and developing the policies of the Town Council to ensure compliance with local government legislation and the Council's strategic and operational priorities;
 - Ensuring the highest standards of conduct and probity by the Council's employees and members, and dealing with all standards issues in the appropriate manner and/or as required by legislation;
 - Attending Civic Functions as and when required

OTHER DUTIES

The Council has a small workforce and a wide range of activities, and it is expected that the post holder will be flexible in assisting in areas of work which go beyond their main duties, but are within their capabilities. In particular, the holder of this post maybe expected to assist with covering front-line reception and administrative duties and attendance at and/or supervision of events outside of normal working hours.

Conditions

- Post:** Assistant Town Clerk
- Responsible to:** Town Clerk
- Conditions:** National Joint Council for Local Government Services
- Grade:** Farnham Grade 5 (27-34) (formerly SCP 33-40) up to £36,876 from 1st April 2019.
- Competency:** Communication: 3
Customer service: 3
Team Working: 4
Managing Self and Others: 3
Can do approach: 4
- Working Hours:** Contracted hours of 37 per week
Core hours 9.00 am - 5.00 pm Monday - Thursday
9.00 am - 4.30 pm Friday
Saturday and Sunday and working outside of core hours as and when required for civic and other events.
Attendance at evening meetings will be required on occasional evenings throughout the municipal year as part of the role.
- Holidays:** Public Holidays plus 2 extra statutory days
Annual Leave entitlement of 21 days with 4 additional days after not less than 5 years continuous service under one or more local authority at the date of appointment.
- Period of Notice:** Two calendar months by either the employer or the employee rising to 3 calendar months.
- Probation Period:** Three months from date of appointment for new appointees



Person Specification

Assistant Town Clerk

NB: Shortlisting will be assessed on fulfilment of essential criteria.

COMPETENCIES	ESSENTIAL	DESIRABLE
<p>Communication Excellent written and verbal communication skills.</p> <p>Enthusiastic and able to convey the right message to the right audience.</p>	<p>Level 3 of Competency Framework.</p> <p>Workplace experience of effective communication, writing agendas and taking minutes at meetings.</p> <p>Workplace evidence of exceptional attention to detail.</p> <p>Experience of working with third parties.</p>	<p>Experience with social media sites and website administration systems.</p>
<p>Customer Service Clear focus on delivering excellent customer service.</p> <p>A positive, can-do outlook.</p>	<p>Level 3 of Competency Framework.</p> <p>Workplace evidence of achieving high standards and/or taking ownership of requests.</p>	<p>Experience of working in a customer facing role.</p>
<p>Team Working Able to understand team goals and to work together to deliver targets.</p>	<p>Level 4 of Competency Framework. Workplace experience.</p> <p>Demonstrable experience of team working.</p>	

Person Specification

Assistant Town Clerk

NB: Shortlisting will be assessed on fulfilment of essential criteria.

COMPETENCIES	ESSENTIAL	DESIRABLE
<p>Managing Self and Others Ability to organize own time and paperwork/information to meet project targets.</p> <p>Proficient use of Microsoft Outlook, Word, Excel and Publisher.</p>	<p>Level 4 of Competency Framework.</p> <p>Clear experience of working to and meeting deadlines to deliver project outcomes.</p> <p>Experience of managing own workload.</p> <p>Workplace experience of contributing to team success.</p>	<p>Experience of managing a busy diary.</p> <p>Experience of managing projects.</p>
<p>Can Do Approach/Results Demonstrate ability to develop and implement projects including producing publicity and deliver projects to deadlines.</p>	<p>Level 4 of Competency Framework</p> <p>Experience of working to Key performance Indicators and deadlines.</p>	
<p>Other</p>	<p>IT literate and experience of MS packages (or similar)</p>	<p>Contract management and procurement experience.</p> <p>Experience with Sage Act database systems (or similar).</p> <p>Experience in managing high profile events</p> <p>Local government experience.</p> <p>Full UK driving licence.</p>

FARNHAM TOWN COUNCIL

Competency Profile: Communication

Making sure the organisation consistently communicates its values and objectives

Post No:

Competency Level Required:

Date:

Level 1	Level 2	Level 3	Level 4
<ul style="list-style-type: none"> • Treats others with dignity and respect. • Uses positive, inclusive language. • Communication style consistently demonstrates enthusiasm and commitment to the task. • Identifies and applies the most appropriate method of communication, e.g. e-mail, phone, face-to-face. • Listens to others and check understanding. • Communication is timely. • Uses plain English, correct grammar, spelling and punctuation. • Explains any technical terms. • Confident and self assured when speaking to others. • Uses appropriate body language. • Applies appropriate level of confidentiality. 	<ul style="list-style-type: none"> • Chooses the most effective communication method for the situation and individual. • Uses active listening skills. • Is assertive. • Considers the needs of your audience when deciding how best to communicate. • Applies the appropriate level of emotional intelligence to communication style. • Consults others when appropriate. • Keeps relevant stakeholders informed. • Acknowledges the opinions of others. 	<ul style="list-style-type: none"> • Cascades corporate information. • Encourages open discussion and feedback. • Supports others to contribute to discussions. • Keeps the team well informed. • Facilitates stakeholder communication. • Exhibits strong organisational insight and influence. • Negotiates with others to reach a mutually beneficial outcome. • Produces high quality written and verbal communication. • Is a confident and effective presenter. • Seeks to overcome any barriers in communication. • Is able to explain complex or technical information. 	<ul style="list-style-type: none"> • Communicates corporate vision and values. • Facilitates cross-service area communication. • Coaches others on giving and receiving difficult messages. • Promotes a culture of open communication and consultation.
<p>Someone who needs developing in this area might do the following:</p>			
<ul style="list-style-type: none"> • Fails to recognise the negative effects of their communication style. 	<ul style="list-style-type: none"> • Becomes defensive when view is questioned by others. 	<ul style="list-style-type: none"> • Disregards the opinions of others. 	<ul style="list-style-type: none"> • Appear intimidating or unprepared/uncertain.

Applicants

Please note that on your application form you are asked to demonstrate that you meet the competency level as noted at the top of each page of this document.

Competency Profile: Customer Service

Addressing the needs of internal and external customers with consistency and appropriate sensitivity

Post No:

Competency Level Required:

Date:

Level 1	Level 2	Level 3	Level 4
<ul style="list-style-type: none"> • Responds to customers in a prompt, friendly and helpful manner. • Applies policies and procedures when responding to queries, compliments or complaints. • Understands the impact of first impressions. • Is approachable and patient. • Listens to customers with interest, understanding and without judgement. • Records customers' requests accurately and concisely and takes appropriate action. • Deals with telephone calls effectively and responds promptly to messages. • Deals with customers fairly and equitably in accordance with the Equal Opportunities, Life Chances for all, Code of Conduct and Dignity and Respect at Work Policies. 	<ul style="list-style-type: none"> • Understand the role and goals of the organisation and service in meeting customer expectations. • Is able to identify and meet customers' needs and expectations. • Takes ownership of customers' requests, manages expectations and achieves a high quality response. • Is able to manage the requirements of diverse customers in a timely and effective manner. • Contributes ideas to improve customer service. 	<ul style="list-style-type: none"> • Develops appropriate equality and diversity standards for the service area. • Invites customer feedback. • Takes an active interest promoting and achieving high standards of customer service. • Works with others to actively improve customer service. 	<ul style="list-style-type: none"> • Aligns Council priorities and customer service strategy. • Proactively develops long term initiatives to develop and improve customer services. • Provides opportunities for others to develop initiatives to improve customer services. • Analyses customer feedback and adopts continuous improvement approach within the service. • Identifies and develops strategies and processes needed to achieve and sustain long term customer satisfaction.
<p>Someone who needs developing in this area might do the following:</p>			
<ul style="list-style-type: none"> • Fails to demonstrate adequate customer service skills. 	<ul style="list-style-type: none"> • Makes little effort to contribute ideas for improved customer service. 	<ul style="list-style-type: none"> • Takes little interest in promoting or achieving high standards of customer service. 	<ul style="list-style-type: none"> • Fails to obtain feedback from customers.

Applicants

Please note that on your application form you are asked to demonstrate that you meet the competency level as noted at the top of each page of this document.

Competency Profile: Team Working

Making sure the organisation consistently focuses on achieving its values and objectives

Post No: Competency Level Required:

Date:

Level 1	Level 2	Level 3	Level 4
<ul style="list-style-type: none"> • Understands and commits to achieving service goals and targets. • Understands the aims of the service and the roles of each team member. • Works with other team members towards a shared goal • Delivers own share of workload. • Is flexible and willing to help others when required. • Contributes positively. • Asks for help when needed. • Builds trust and respect among fellow team members. • Treats others with dignity and respect. • Seeks, gives and accepts constructive feedback from others. • Willingly shares knowledge, experience and expertise with others. • Celebrates success. 	<ul style="list-style-type: none"> • Uses resources in most efficient and effective way to achieve service goals and targets. • Values others' input and expertise. • Is willing to learn from others. • Positively influences the way the team works together. 	<ul style="list-style-type: none"> • Demonstrates awareness of the political context and works effectively with Council Members. • Clarifies team goals. • Directs, inspires and empowers the team. • Builds constructive and productive internal and external relationships. • Is committed to continually improving team performance. • Delegates effectively. • Supports learning and development. • Encourages the team to succeed. • Recognise and celebrate success. 	<ul style="list-style-type: none"> • Develops and encourages effective strategic partnerships across public, private and voluntary sectors. • Actively promotes networking, collaboration and joint working across organisational boundaries. • Creates and promotes a culture of performance management and continuous improvement
<p>Someone who needs developing in this area might do the following:</p>			
<ul style="list-style-type: none"> • Fail to deliver own share of workload. 	<ul style="list-style-type: none"> • Fail to value input from others. 	<ul style="list-style-type: none"> • Fail to build an effective team. 	<ul style="list-style-type: none"> • Disregard opportunities for joint working across organisational boundaries.

Applicants

Please note that on your application form you are asked to demonstrate that you meet the competency level as noted at the top of each page of this document.

Competency Profile: Managing Self and Others

Making sure the organisation consistently works towards achieving its values and objectives

Post No:

Competency Level Required:

Date:

Level 1	Level 2	Level 3	Level 4
<ul style="list-style-type: none"> • Understands own role within the organisation. • Produces good quality, accurate records, data and information • Takes active steps to meet required standards of performance. • Manages own work to meet agreed targets. • Uses effective time management techniques. • Is reliable. • Regularly meets targets. • Understands the impact of not meeting agreed targets. • Recognises own strengths and weaknesses. • Maintains an appearance appropriate for the role. • Behaves in accordance with Council policies. • Applies an appropriate sense of humour. • Is adaptable and flexible. 	<ul style="list-style-type: none"> • Achieves objectives with commitment to quality and accuracy. • Is aware of others workloads and priorities. • Seeks to improve personal and team efficiency. 	<ul style="list-style-type: none"> • Manages and monitors performance against a variety of performance indicators. • Actively supports and promotes corporate initiatives. • Considers cost implications of actions. • Motivates others to succeed. • Gains commitment through clear communication, recognition and, where necessary, sanctions. • Effectively resolves conflict within the team. • Stays calm and focused under pressure. • Anticipates and diffuses potential conflict. • Encourages staff development and team work. • Is a skilled decision-maker. • Delegates appropriate authority for decision-making. • Manages team procedures to achieve good quality, timely, accurate and evidence supported data, information and records 	<ul style="list-style-type: none"> • Role models positive leadership • Provides clear, measurable outcomes and keeps a rigorous focus on whether they are being achieved • Reviews data on performance and impact and acts decisively if performance does not meet expectations • Provides support and clarity, and holds individuals accountable for results and takes action if they aren't performing • Builds strong strategic alliances through partnerships and other professional networks. • Supports a culture that responds positively to change. • Sets strategic direction. • Evaluates financial implications.
<p>Someone who needs developing in this area might do the following:</p>			
<ul style="list-style-type: none"> • Consistently fails to meet agreed targets. 	<ul style="list-style-type: none"> • Focuses more on the quality and detail of planning and processes, rather than the outputs. 	<ul style="list-style-type: none"> • Doesn't provide or monitor sufficiently clear SMART objectives. 	<ul style="list-style-type: none"> • Focuses on results from a Council-based/ functional perspective rather than the best outcome for community.

Applicants

Please note that on your application form you are asked to demonstrate that you meet the competency level as noted at the top of each page of this document

Competency Profile: Can do approach / Results

Making sure strategy and operational service delivery support corporate values and objectives

Post No:

Competency Level Required:

Date:

Level 1	Level 2	Level 3	Level 4
<ul style="list-style-type: none"> • Constantly seeks opportunities to improve the service. Has passion for, and pride in the service delivery Is committed to delivering high quality results, to the best of ability. Is flexible, adaptable and responsive to changing needs and circumstances. Manages resources effectively and efficiently. Is committed to delivering value for money. Has drive to complete tasks. Is willing to learn and develop. 	<ul style="list-style-type: none"> • Shares good practice. • Uses initiative. • Prepared to constructively challenge existing practices and procedures to achieve better performance. 	<ul style="list-style-type: none"> • Develops clear, SMART plans indicating performance targets and the resources, activities and time required to achieve those targets • Develops clear and relevant measures to monitor performance against targets and milestones • Uses data from a range of sources (including the customer) to drive improvement and cost-efficiency across the Service. • Understands associated risk. • Maximises resources to deliver services. • Supports others to adapt and change. • Encourages suggestions to improve the service. • Ensure employees are aware how they contribute to the delivery of corporate objectives. • Actively seeks and responds to customer feedback. 	<ul style="list-style-type: none"> • Role models results-focus and accountability based on clear vision, direction, good quality planning and performance management • Translates strategic objectives and priorities into operational plans • Reviews data on performance and impact and acts decisively if performance does not meet expectations. • Champions new initiatives. • Mobilises necessary resources to achieve corporate objectives.
<p>Someone who needs developing in this area might do the following:</p>			
<ul style="list-style-type: none"> • Consistently fails to complete tasks. 	<ul style="list-style-type: none"> • Does not use initiative. 	<ul style="list-style-type: none"> • Moves into implementation and delivery without clear plan or milestones. 	<ul style="list-style-type: none"> • Fails to review performance data.

Applicants

Please note that on your application form you are asked to demonstrate that you meet the competency level as noted at the top of each page of this document

Application Form

Private and Confidential

Please complete ALL sections in type or black ink and use only A4 size paper as continuation sheets as required.

Job Details	
Post applied for:	ASSISTANT TOWN CLERK
Personal Details	
Family Name:	Forename(s):
Preferred title (eg Mr/Mrs/Miss/Ms/Dr/Other):	
Address:	
Post Code:	
Telephone numbers	Mobile:
Home:	Work:
Personal email:	
<p>Asylum and Immigration Act 1996. It is a criminal offence to employ persons whose immigration status prevents them from working in the United Kingdom. Prior to appointment, you will be required to provide evidence of a passport or other documents on the approved list to satisfy Farnham Town Council that the Asylum and Immigration Act 1996 is being complied with.</p>	
Do you require a work permit to work in the UK?	Yes/No

References	
<i>(please refer to the Guidance Notes for Job Applicants)</i>	
Name:	Name:
Job Title:	Job Title:
Name of Organisation:	Name of Organisation:
Address:	Address:
Post Code:	Post Code:
Tel No:	Tel No:
How long have you know this person and in what capacity?	How long have you know this person and in what capacity?
Are you happy for us to contact this referee prior to interview? Yes/No (please indicate)	Are you happy for us to contact this referee prior to interview? Yes/No (please indicate)

Previous Employment

Please list all previous employment in chronological order (most recent first)

Dates From to	Name & Address of Employer	Job Title and outline of main responsibilities	Reason for leaving

Education & Qualifications

Please give details of all educational qualifications obtained and those currently being pursued

Name of School, College, University, etc	Dates attended From/to	Subjects studied / Qualifications worked towards	Grades and year obtained

Membership of Professional Institutes

Institute	Level of Membership	Year of Award

Other Experience

Details should be given for any period not accounted for by full-time employment, education and training, eg unemployment or voluntary work.

Experience

From/To

Present or Most Recent Employment

Name & Address of employer:

Post Code:

Job Title:

Dates employed:

Current or final salary:

Period of notice required:

Please give a brief outline of your main responsibilities:

TRAINING

This includes trade/professional training, government training schemes, apprenticeships, short courses and secondments

Course Title

Organisation

Dates



Rehabilitation of Offenders Act 1974

Please give details of any “unspent” convictions as defined in the Rehabilitation of Offenders Act 1974. Unless the nature of the position allows Farnham Town Council’s interviewing managers to ask questions about your entire criminal record we only ask about “unspent” convictions. A criminal record will not necessarily be a bar to obtaining a position at Farnham Town Council.

Information in Support of Your Application

(please refer to the Guidance Notes for Job Applicants)

If further space is needed, please continue on a separate A4 sheet.

Additional Information

Driving Licence:

Do you hold a current driving licence?	Yes/No	Are you a car owner or do you have access to a car?	Yes/No
--	--------	---	--------

If YES, please state the type of licence you hold:

Do you have any current endorsements?	Yes/No
---------------------------------------	--------

If YES, please specify:

Declaration

I declare that the information contained in the application form is true and correct. I understand that any false or misleading information, or omissions concerning criminal convictions, may disqualify my application or may render my Contract of Employment, if I am appointed, liable to dismissal without notice.

Data Protection for Application Forms.

In line with the General Data Protection Regulation and related legislation, the information you have supplied will be held for the purposes of recruitment and selection and will only be used for those purposes. We may, in connection with your application, gather information about you from others, which will only be carried out as the law permits, i.e., to check accuracy of information, prevent or detect crime and/or protect public funds. Information is held in a secure location

If I accept employment with Farnham Town Council, I consent to my personal information being held by the organisation for the administration of my Contract of Employment.

Signed:

Date:

Name:

*If this form has been completed electronically, please indicate your consent Yes / No
and, if you are invited for interview, please remember to bring a signed copy of this form with you.*

Brief Guidance Notes for Job Applicants

Please complete the different sections of the application form to the best of your ability and only append additional sheets when you have run out of space. Applications should be completed on this form. CVs alone will not be accepted.

Information in Support of your Application

This is your opportunity to tell us why we should offer you the position.

Please give your reasons for applying for this post and explain how you meet the person specification, in particular the essential criteria, ensuring that you give evidence and examples of how your skills, knowledge and experience meet these short-listing requirements. If further space is need, please continue on a separate A4 sheet.

When posts require regular travel, if you do not have a driving licence or access to private means of transport, you will need to demonstrate how you will meet the relevant criteria. If not already in possession of CiLCA (Certificate in Local Council Administration) the Council will require the successful candidate to obtain this qualification.

References

A minimum of two references is required and we would prefer them to be your two most recent employers including your current employer, if you are in employment. References will not be taken up without your prior agreement.

For an informal discussion about the role please call Iain Lynch, Town Clerk on 01252 712667. Interviews are scheduled to take place on 21st January 2019.

Please return this application form by Wednesday 9th January to: lcrecruit@ssalc.co.uk

Trevor Leggo, SSALC Ltd, Suite C 2nd Floor Sackville House, Brooks Close, Lewes, East Sussex, BN7 2FZ