



Stratford-upon-Avon Town Council

JOB DESCRIPTION

Post Designation: Civic Officer

Part Time Administration Officer with specific Mayoral, Civic Ceremonial and Events responsibilities. The role also incorporates civic chauffeuring and civic marshalling.

Responsible to: The Town Clerk

Job Purpose & Role: Responsible for providing a complete administrative and secretarial service to the Town Council any other duties which are commensurate with the grading and designation of the post.

In addition the Civic Officer will be responsible for providing specific support for the Mayor and will oversee and arrange the Town Council's civic events.

Principal Duties: To ensure that the Mayor/Consort can relinquish their responsibilities in May having spent twelve months attending numerous events and functions including their own Civic events, safe in the knowledge that all correspondence relating to the event will have been dealt with, that appropriate travel arrangements have been made and that they will be expected and arrive on time, be appropriately dressed, be well briefed with speech prepared. This will require:

- 1) Ensuring that Civic, Heritage & Event protocols and procedures are practiced;
- 2) Overseeing the Mayor's Diary producing a schedule on a weekly basis for the press and Town Council web site;
- 3) Typing/transcribing correspondence, agendas, reports and minutes;
- 4) Making appropriate travel arrangements by liaising with the Mayor's chauffeur;
- 5) Effective and appropriate communication at all levels, including Civic dignitaries, personnel and the general public;
- 6) To compile and issue appropriate press releases
- 7) Dealing with press and photo calls;

- 8) To actively promote as high profile as possible for the Mayor and Town Council;
- 9) Liaising and arranging attendance of honorarium personnel, when necessary;
- 10) Assisting the Mayor with certain charitable events;
- 11) Arranging Civic events including:
 - Mayor's Charity Ball
 - Mayor's personal Civic Church Service
 - RSC Reception
 - Beating Retreat and Civic Reception
 - Shakespeare Sunday
 - Reception for the Voluntary Services
 - Mayor Making Reception
 - Mayor Making Civic Dinner
 - Civic Sunday
 - MOP Reception
 - Mayor/Mayoress/Consort at Home
 - Remembrance
 - Christmas Lights Switch-On and associated activities
 - Mayor's Christmas Visits
 - Other civic events that occur from time to time
- 12) Liaising with the police and other local authorities to ensure events are organised in accordance with Health & Safety legislation;
- 13) Arrange road closure orders;
- 14) Ensure that civic expenditure does not exceed budget;
- 15) Prepare reports and Clerk the Mayoral, Civic Ceremonial and Events Meetings;
- 16) To act as Civic Chauffeur (under a separate contract) Civic Marshal, Flag Master and Keeper of the Clock which attracts an additional honorarium payment;

General:

- 1) Ability to prioritise tasks and work without supervision or day to day direction;
- 2) Take and act upon instructions (verbal or otherwise from the Town Clerk ensuring any necessary follow-up action to bring matters resolved by Council or its Committees to a satisfactory conclusion;
- 4) Have proficient IT and internet skills and be fully conversant with Microsoft Word and other frequently used software;
- 5) Opening and despatching of mail;

- 6) Filing;
- 7) Act as the Council's Allotment Officer;
- 8) Act as the first officer to greet visitors;
- 9) Deal with burial enquiries; arrange interments, memorials and transfer of burial rights in the cemetery clerk's absence;
- 10) Deal with Town Hall booking enquiries and related issues in the Town Hall booking clerk's absence;
- 11) Arrange meetings ensuring proper; liaison/communication with all relevant parties
- 12) Deal with member and visitor enquiries as necessary;
- 13) Good verbal and written communication skills;
- 14) Excellent telephone manner and ability to communicate at all levels;
- 15) Willingness to attend appropriate training;
- 16) Flexible approach;
- 17) Diplomatic and helpful disposition.

**Town Clerk
2021**