

Job Description:

Position title	Service Delivery Administration Assistant
Location	Saltash Town Council – Longstone Depot
Reporting to	Service Delivery Manager (Line Manager)
Hours	20 hours per week. Monday – Friday 0930-1330 hours
NJC grade	7-9

Purpose of job:

1. To support the Service Delivery Manager and Assistant Service Delivery Manager in the day running of the Service Delivery Department of Saltash Town Council
2. To provide cover for other administration staff at the Guildhall as directed by the Service Delivery Manager

Key Responsibilities:

1. To provide administrative assistance with the burial procedures, jointly with the Service Delivery Manager and the Town Council's burial administration department.
2. To manage all Service Delivery inbox emails and telephone enquiries and action accordingly.
3. To create a staff shift rota for the Service Delivery Department team and update as per instructions of the Service Delivery Manager.
4. To be responsible for the ordering and raising of purchase orders of all materials, equipment and sundries as directed by the Service Delivery Manager.
5. To be responsible for the ordering and raising of purchase orders for staff uniform and PPE requirements.
6. To be responsible for the ordering and supply of all first aid equipment across the Town Council departments.
7. To assist in obtaining quotes for items and contracts relating to the Service Delivery Department as directed by the Service Delivery Manager.
8. To be responsible for maintaining stock levels of all materials, ensuring that stock levels remain sufficient for the department's operational requirements.
9. To complete the ordering process from initialisation to completion in line with the Town Councils finance and ordering procedures.
10. To review, update and manage all department filing systems regularly.

11. To assist with the moorings and pontoon management, administration and payment processes.
12. To assist with the allotment management, administration, contracts and payment processes.
13. Arrange staff training as required by the Service Delivery Manager and maintain training records for the Service Delivery Department.
14. To attend relevant staff training as required for the job role.
15. Be proactive in identifying opportunities for learning and professional development to ensure continuous improvement.
16. To work in accordance with the General Data Protection Regulations and the Town Council's policies and procedures.
17. To develop and maintain professional working relationships with colleagues, Town Councillors, key stakeholders and members of the public.
18. To provide cover for staff (where trained to do so) as and when required as directed by the Service Delivery Manager.
19. To undertake such duties which may arise from time to time commensurate with the position.
20. To be an advocate for the Town Council business plan as part of the team in assisting the Town Council to meet the objectives and deliverables.

This document, whilst outlining the duties which it is anticipated will be undertaken by the post holder, indicates mainly the level of responsibility. It is not a comprehensive and exhaustive list, and the duties may be varied from time to time by the Council.

Saltash Town Council has an ongoing commitment to the development of its staff. To facilitate this, staff will be encouraged to update their skills and competence as and when required.