



ADUR & WORTHING  
COUNCILS  
Environmental Services

## Job Description

<b>Authority</b>	Adur District Council / Worthing Borough Council
<b>Directorate/Division</b>	Communities / Environmental Services
<b>Section</b>	Parks and Foreshore
<b>Post Title</b>	Support Officer
<b>Post Number</b>	TBC
<b>Accountable To</b>	Senior Support Manager
<b>Management Responsibility For</b>	None
<b>Authority to Liaise With</b>	<u>Internal</u> <ul style="list-style-type: none"><li>• Other Officers of the Councils.</li><li>• Members of the Councils.</li></ul> <u>External</u> <ul style="list-style-type: none"><li>• Members of the public.</li><li>• Event Organisers.</li><li>• Police and other Emergency Services.</li><li>• Officers of other Local Authorities.</li><li>• Representatives of Public Bodies, Agencies and Organisations.</li><li>• Representatives of Local Sports Clubs.</li></ul>
<b>Meetings Attended On A Regular Basis</b>	<ul style="list-style-type: none"><li>• Team Meetings (Attendee).</li><li>• 1-1 Meetings (Attendee).</li><li>• Various Environmental Services Meetings (Minute taking).</li></ul>

### Principle Purpose of Job (role summary)

The provision of an efficient and effective customer focussed support service delivery for the Parks and Foreshore Section. Provision of all incoming and outgoing communication to the Parks and Foreshore Section.

### Main duties, tasks and responsibilities of the post holder

1	<b>Sports Pitch Bookings</b> <ul style="list-style-type: none"><li>• The administration of sports pitches bookings to include bowls, cricket, football, rugby and tennis fixture allocation, cancelling and reallocating matches.</li><li>• Working with the Sports Team to ensure sharing of bookings to ensure an efficient service is provided.</li><li>• Raising invoices and processing payments and refunds.</li></ul>
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	<ul style="list-style-type: none"> <li>• Administer the Council's VAT ruling and liaising with clubs, teams and leagues as necessary</li> <li>• Issuing terms and conditions and resolving disputes and anomalies as and when required to agreed service levels.</li> <li>• Maintain all records electronically with a full audit trail.</li> </ul>
2	<b>Beach Huts and Chalets</b> <ul style="list-style-type: none"> <li>• Day to day administration of Adur District and Worthing Borough Councils Council Beach Hut, Council Beach Chalets and Private Beach Huts</li> <li>• Day to day liaison with Foreshore staff and other departments and colleagues to ensure the smooth running of lettings and repairs.</li> <li>• Process and issue new private beach hut licence issued according to agreed best practice procedures.</li> <li>• Maintain records and produce statistics regarding repairs and renovations.</li> <li>• Carry out periodic reviews of debtors and liaise with Exchequer Services &amp; Legal Section to maximise income generation.</li> <li>• Maintain electronic and paper records with a full audit trail.</li> </ul>
3	<b>Allotments</b> <ul style="list-style-type: none"> <li>• Provide efficient administration of Allotments across Adur &amp; Worthing.</li> <li>• Maintain accurate records using Colony and FMS Total.</li> <li>• Day to day liaison with the Park Ranger team and Grounds maintenance team regarding letting and site/plot maintenance.</li> <li>• Review tenant agreements, provide allotment advice as and when required and produce exception reports and statistical information.</li> <li>• Issue Lack of Maintenance Letters and Notice to Quit following Allotment procedures and processes.</li> <li>• Issue Tenant agreements, keys, receive and record deposits and issue refunds according to Council policies and procedures.</li> <li>• Arrange for site inspections and prepare written and email communication with tenants as appropriate.</li> <li>• Maintain electronic records with a full audit trail.</li> </ul>
4	<b>Financial</b> <ul style="list-style-type: none"> <li>• Take and process electronic, cash and cheque payments</li> <li>• Raise Official Orders across the Parks and Foreshore Section.</li> <li>• Process invoices for payment and maintain accurate records on the councils financial system and maintain Office records</li> <li>• Raise Sundry Debtors</li> <li>• Liaise with Creditors and Debtors sections on outstanding orders and invoices</li> <li>• Carry out the Accruals processing at end of financial year</li> <li>• Process Highdown Gardens "Postbox" Public Donations</li> <li>• Administrate Petty Cash claims, maintain accurate records and complete all necessary forms for reimbursement according to Financial Regulations and Best Practice procedures.</li> </ul>
5	<b>Open Space Events</b> <ul style="list-style-type: none"> <li>• Liaise and coordinate with other Departments and colleagues to ensure smooth operation of sports activities and Open Space events.</li> </ul>
6	<b>General Support Role</b> (across the Parks and Foreshore Section). <ul style="list-style-type: none"> <li>• Prioritise, monitor and allocated day to day work of the Support Assistant</li> <li>• Sort and distribute incoming post on a daily basis</li> <li>• Monitor incoming emails to the Generic and various email addresses distributing, responding and maintaining an audit trail.</li> </ul>

	<ul style="list-style-type: none"> <li>• Creation and inputting into e-forms and systems such as “Survey Monkey” &amp; various consultations.</li> <li>• Sickness processing to Payroll, HR and maintaining confidential records.</li> <li>• Annual leave processing, recording and maintaining e-systems.</li> <li>• Process monthly electronic payroll returns.</li> <li>• Production of high quality presentation documents as and when required.</li> <li>• Typing and preparation of high quality documents, minutes, letters and reports on behalf of Parks and Foreshore Section including Head of Service.</li> <li>• Carry out feedback monitoring and production of reports as required.</li> <li>• Monitoring levels and ordering of stationery</li> </ul>
7	<b>Donated Assets (including but not limited to Seats, Benches and Trees)</b> <ul style="list-style-type: none"> <li>• Process applications and respond to incoming enquiries</li> <li>• Order all items connected to donations and arrange on site meetings</li> <li>• Liaise with Park Ranger team regarding site visits, installations inspections and maintenance of donations.</li> <li>• Process payments &amp; raise invoices.</li> <li>• Process requests for maintenance and repairs.</li> <li>• Process donated assets on Parks and Foreshore land via GiS mapping in conjunction with the Technical Officer (Earthlight &amp; Mapinfo).</li> <li>• Maintain electronic records with a full audit trail.</li> </ul>
8	<b>Telephony Support</b> <ul style="list-style-type: none"> <li>• Respond to telephone calls for and on behalf of Parks and Foreshore Section and teams, forward calls, take and forward messages.</li> </ul>
9	<b>Updating Social Media</b> <ul style="list-style-type: none"> <li>• Produce updates for the Council’s Parks and Foreshore Web pages liaising with the Web-Master.</li> </ul>
10	<b>Meeting Support</b> <ul style="list-style-type: none"> <li>• Arrange meetings, book venues and invite attendees.</li> <li>• Provide a minute taking service at key meetings.</li> <li>• Produce accurate minutes including distribution.</li> </ul>
11	Any other duties commensurate with the post.
12	Undertake all duties in accordance with council policies, in particular those relating to Customer Care and Equal Opportunities.
13	Undertake such other duties as may reasonably be allocated to the postholder, which may involve providing assistance in any section of the department as may be required from time to time.
14	Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the postholder as a result of legislation, codes of practice or Council policies.
15	Promote the service and Council positively at all times.

The post holder will be required to undertake such other duties as may be required within the grade and competence of the post holder. Therefore, the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

Job Description agreed by:

Post holder: <i>(print name)</i>	
Signature:	
Date:	
Line Manager: <i>(print name)</i>	
Signature:	
Date:	
Executive Head of Service: <i>(print name)</i>	
Signature:	
Date:	