

**Newton Abbot Town Council**  
**Administrative Officer (Green Spaces)**  
**Job Description & Person Specification**



<b>POST TITLE</b>	Administrative Officer (Green Spaces)
<b>GRADE</b>	SCP 20 to 23 (£30,296 to £32,076 per annum)
<b>HOURS</b>	37 hours per week; mostly Monday to Friday with some evening work required for meetings and occasional weekend work for events.
<b>TYPE</b>	Permanent (following a successful 6-month probationary period).
<b>REPORTS TO</b>	Principal Administrator.

<b>IMPORTANT RELATIONSHIPS</b>	
<b>INTERNAL</b>	Council and Museum staff, Councillors.
<b>EXTERNAL</b>	Allotment tenants, NADCAA, general public, business owners, District and County Council staff, contractors and suppliers.
<b>AREA OF RESPONSIBILITY</b>	Allotments, biodiversity/green issues, asset management
<b>PERSON SPECIFICATION</b>	The person specification is a picture of skills, knowledge and experience required to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post. You should demonstrate on your application form how you meet the essential criteria.

<b>BENEFITS</b>	
<b>Annual Leave</b>	25 days holiday, in addition to bank and public holidays (rising to 28 days after 5 years' continuous service).
<b>Pension</b>	Local Government Pension Scheme.
<b>Continuous service</b>	Previous continuous service within Local Government will be recognised.

## **BACKGROUND**

Newton Abbot Town Council is responsible for a wide range of property and assets including Newton's Place - Community space and Museum, St Leonard's Clock Tower, the Leat, Town Quay, Victoria Gardens, Golden Lion Square, Newfoundland Way Public Toilets, War Memorial, storage depot, public footpaths, allotments, street furniture and floral displays. In addition, the Council holds several community events throughout the year.

Newton Abbot Town Council declared a biodiversity emergency earlier in 2024 and pledged to provide leadership to ensure that the Council worked with organisations, partners and its community to reverse the decline in biodiversity and deliver measurable biodiversity net gain within Newton Abbot.

The Administrative Officer (Green Spaces) position is a new post and will play pivotal role in managing all aspects of allotment administration, together with biodiversity and other green issues.

## **PURPOSE OF THE ROLE**

- ✚ To take responsibility for all aspects of allotment administration falling within the responsibilities of the Council in relation to the Service Level Agreement with the Newton Abbot & District Cooperative Allotments Association (NADCAA);
- ✚ To provide effective and efficient administrative support to the Deputy Town Clerk regarding allotment administration;
- ✚ To effectively and efficiently maintain records regarding maintenance of the areas of green space the responsibility of the Council either directly or indirectly through contractors, including town centre floral displays and grass cutting schedule;
- ✚ To provide administrative support to the Biodiversity Working Group in its task to further the Council's biodiversity policy and resulting actions;
- ✚ To assist the Deputy Town Clerk in creating and maintaining a digital Council Asset Register.

## **Administrative Officer (Green Spaces) Duties:**

The exact nature of the duties will be decided by the Council from time to time and may include some or all of the tasks listed below. Other duties may be added as considered appropriate by the Council. The job description may from time to time be amended by agreement, between the Council and the postholder.

- ✚ To promote, develop and represent the Council's allotment service.
- ✚ In accordance with the Service Level Agreement with NADCAA to maintain appropriate records, correspondence and allotments database (COLONY) to support the effective operation of the Community & Heritage Committee and Council business and to provide a continued development of the service.
- ✚ To be responsible for dealing effectively with allotment enquiries by phone, email, letter and in person.
- ✚ To conduct regular inspections of all allotment sites, uphold plot quality standards in accordance with allotment tenancy agreements.
- ✚ The facilitation of allotment site risk assessments – to monitor and review as appropriate.
- ✚ To conduct site surveys in accordance with health and safety/risk management and to implement actions to resolve any identified issues.
- ✚ To make appropriate decision and take action on all allotment tenancies, including issuing Lapse in Cultivation and Termination of Tenancy notices.
- ✚ To keep up to date with allotment legislation.
- ✚ With the support of the Deputy Town Clerk, to manage the annual process of invoicing for allotment rent, including liaising with the DTC to follow up on unpaid invoices.
- ✚ To provide the Community & Heritage (C&H) Committee with any feedback in relation to the Council's allotment provision.
- ✚ To ensure the public profile of the allotments is maintained.
- ✚ To maintain the content of the relevant page on the Council's website and to liaise with the Mayor's Secretary for any required changes.
- ✚ To effectively liaise with tenants and other stakeholders, resolving any matters arising.
- ✚ To ensure that information relating to decisions taken at Council meetings are effectively and accurately communicated.

- ✚ To follow best practice on allotment sites and make recommendation for any necessary changes to tenant agreements.

### **Asset Management:**

With the support of the Deputy Town Clerk –

- ✚ To maintain all maps of allotments sites and all Council assets and ensure they are accurate.
- ✚ To ensure that regular tree surveys are carried out and documented.
- ✚ To bring to the attention of the C&H Committee any maintenance issues that need to be addressed.

### **Biodiversity:**

The Town Council has declared a Biodiversity Emergency and as such has a Biodiversity Working Group. The postholder will:

- ✚ Provide administrative support to the Biodiversity Working Group (BWG) in its tasks to further the Council's biodiversity policy and resulting actions.
- ✚ In liaison with the Principal Administrative Officer will maintain records of membership of the Group, liaise with the Chairperson, call meetings, prepare agendas, take minutes, record the minutes and track decisions made.
- ✚ Undertake any other duties in relation to the BWG as may arise.

### **General:**

- ✚ The post holder will be expected to discharge their duties in accordance with Council policy, with particular reference to Standing Orders, Financial Regulations and Health & Safety laws.
- ✚ To act as a representative of the Council, as required, including attending meetings with key stakeholders and positively promoting the council within the local community.
- ✚ To respect and protect confidentiality and follow the council's policies in relation to data protection and security.
- ✚ To liaise with other officers with the emphasis on teamwork and providing assistance to other members of the team, in particular to work with the Facilities Maintenance Team Leader and, on occasion, at the direction of the Deputy Town Clerk and/or the Town Clerk, to support the FMOs in the delivery of projects outside the scope of the allotments.

- ✚ To undertake any other duties as directed by the Principal Administrator
- ✚ To undertake appropriate professional development
- ✚ To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.

### **Personal Development:**

- ✚ To undergo an annual appraisal, a review of such an appraisal as appropriate and to monitor and deliver agreed work programme.
- ✚ To undergo a programme of training as identified and agreed in accordance with the appraisal process.
- ✚ The list of responsibilities/duties above is not to be regarded as exclusive or exhaustive.

This job description is not intended to be restrictive. The Council reserves the right to vary the duties within the responsibility of the grade of the post and the post-holder's qualifications and experience in the light of changed circumstances. The post-holder will be required to adapt themselves to changing situations and be prepared to keep abreast of all new developments affecting their duties.

### **Equal Opportunities**

The Council is committed to providing equal opportunities in the services it provides and in the way in which it employs people. This applies when developing plans, policies and strategies and when working with suppliers, contractors and partners. The Council will listen to all sections of the community and aim to provide services, which meet the needs of the whole community.

The Council wants to make sure that everyone is treated fairly, regardless of gender, race, disability, ethnic origin, marital status, age, religion, parental or property status or sexuality. The Council monitors the way in which things are done to make sure that employees, potential employees, residents and visitors are treated fairly and without prejudice.

### **Smoking in the Workplace**

Newton Abbot Town Council operates a smoke free environment. Smoking or vaping is not prohibited within the curtilage of its property, assets or vehicles.

## Person Specification

	Criteria	Essential	Desirable	How assessed?
<b>Education, Qualifications &amp; Training</b>				
1	A level or equivalent NVQ including passes in both GCSE English and Maths or equivalent ability or relevant experience.	✓		Certificates/ application/ interview
2	Full clean UK Driving Licence, and access to a car, (or equivalent).	✓		Document
3	Qualifications and/or relevant experience and a keen interest in allotment management, horticulture, biodiversity, sustainability, or similar.		✓	Certificates/ application/ interview
4	APSE Training – Managing Allotments in Local Authorities		✓	Certificates
5	Carbon Literacy training.		✓	Certificates
<b>Experience</b>				
6	General administrative experience and basic IT skills.	✓		Application/ interview
7	Experience of dealing with members of the public, and the ability to remain calm and act diplomatically whilst doing so.	✓		Application/ interview
8	Experience of working for a local authority.		✓	Application/ interview
9	Experience of developing positive working relationships with colleagues, councillors, local businesses and members of the public.	✓		Application/ interview
10	Management and administration of allotments.		✓	Application/ interview
11	Knowledge of environmental sustainability practices.		✓	Application/ interview
<b>Skills, Abilities &amp; Knowledge</b>				
12	Excellent time management and organisational skills and to be able to deal with conflicting demands and changing priorities/work plans.	✓		Application/ interview
13	Understand the importance of and be able to demonstrate excellent customer relations.	✓		Application/ interview
14	A high level of initiative, self-motivating and ability to problem solve and work as part of a team.	✓		Application/ interview
15	Excellent communication skills both written and verbal, together with excellent listening skills.	✓		Application/ interview

16	Strong IT skills and knowledge of MS Office applications (e.g. Outlook, Word and Excel)	✓		Application/ interview
17	Able to attend evening meeting and demonstrate a flexible approach to working hours, as required.	✓		Application/ interview
18	Ability to remain calm and act diplomatically when dealing with the public.	✓		Application/ interview
19	Dispute resolution and complaint handling	✓		Application/ interview
20	Experience of working with a myriad of different organisations, associations, clubs and volunteers,		✓	Application/ interview
21	Ability to develop excellent collaborative relationships with colleagues from all services for the overall benefit of the council.	✓		Application/ interview
22	Knowledge of the Town Council's role and responsibilities.		✓	Application/ Interview
23	Knowledge of the local area		✓	Application/ Interview
24	Knowledge of asset management and allotment software.		✓	Application/ Interview