

Berwick-upon-Tweed  
Town Council



# **OPERATIONS MANAGER RECRUITMENT PACK**



Council HR and Governance Support  
Excellence in all we do

# Message from Councillor Town Mayor of Berwick-upon-Tweed Town Council

Berwick upon Tweed is a vibrant, historic and beautiful place to live and our Town Council has sought significant and practical ways in which we can improve all aspects of life and help to ensure that residents achieve the best value possible from their Council Tax.

In partnership with the Council, the new Operations Manager will be involved in, and committed to, achieving our present goals and perhaps even more importantly, helping the Council to deliver its practical ambitions to enhance the town, its economy and the lives of our citizens.

If you feel this is an exciting prospect and if you would like to be part of it, I urge you to apply for this position.

John Robertson  
Mayor





## **Appointment of an Operations Manager**

(Full Time)

An exciting job opportunity!

Salary Scale SCP: 24 to 28 (£33,024 to £36,648)

Plus Membership of a Workplace Pension Scheme

Berwick-upon-Tweed Town Council has a vacancy for an enthusiastic Operations Manager to lead the Council staff with effective day-to-day management and communications for prompt implementation of Council decisions, efficient delivery of services, management of events and progress on projects to meet Council's objectives for the benefit of residents and visitors to Berwick, Tweedmouth and Spittal.

Areas of day-to-day responsibility include, management of Council events, planning and delivery of Council projects, internal communications and progressively external communications and to support and report to Council and Committee meetings and carrying out follow-up actions.

This is an exciting time to join the team as the Council strives to be a forward-thinking and outward-looking organisation working with and being accountable to the citizens of Berwick, Spittal and Tweedmouth to bring about positive change.

Would you like to know more? To obtain an information pack with full details of the role and application form, please email:

[recruitment@chrgs.co.uk](mailto:recruitment@chrgs.co.uk)

Applications must be received by 9am on Friday, 12<sup>th</sup> July 2024

*Please note CVs will not be considered*

Interviews will be held on 24<sup>th</sup> July 2024

If you would like to discuss this position, please contact the Council's HR advisor, Helen Plant, at Council HR & Governance Support on 07939 400548

# BERWICK-UPON-TWEED

Set on the beautiful and unspoiled Northumberland coast at the mouth of the River Tweed, Berwick is England's most northerly town and is a traditional market town.



Famous for its Elizabethan Walls, three iconic bridges and picturesque Georgian buildings, Berwick is packed with tradition and quirky charm. The town is nestled on the Tweed estuary with two golden beaches, beautiful riverside walks, a rich variety of birds and wildlife and superb local attractions.



The focus of many centuries of warfare between England and Scotland, Berwick has perfectly preserved Elizabethan fortifications which are the most complete bastioned town defences in Northern Europe. With bastions, batteries, buttresses and Britain's first purpose built barracks, the dramatic history of Berwick comes alive as you walk these imposing walls.

The Council provides support to major events like the Riding of the Bounds, the Tweed Salmon Queen festivities and the various Festivals with both funding and expertise. The Council also supports events that contribute to tourism in Berwick, to tourism publications, and to events that continue Berwick's traditions as the most Scottish of English towns.

# THE COUNCIL

Berwick-upon-Tweed Town Council was created on 3<sup>rd</sup> March 2008 and has voluntary Councillors who represent 7 wards covering Berwick, Tweedmouth and Spittal, which have a combined population of about 12,000.



## 2024/25 BUDGET

Budget Heading	Income	Expenditure
Management and Support		£193,264
Recreation & Leisure Services		£124,705
Environmental Services		£155,998
Grants & Subsidies		£21,040
Other Services		£28,676
Precept	£364,311	
Other income	£159,372	
Totals	£523,683	£523,683



# THE TEAM

## COUNCILLORS

John Robertson  
Town Mayor and Chairman

Janice Bowden  
Lower Spittal Ward

Rosemary Mackenzie  
Castle Ward

Graham Brown  
Castle Ward

John Robertson  
Grove Ward

Rachel Driver  
Castle Ward

Gary Smith  
Grove Ward

Mike Greener  
Lower Spittal Ward

Lesley Stephenson  
Stadium Ward

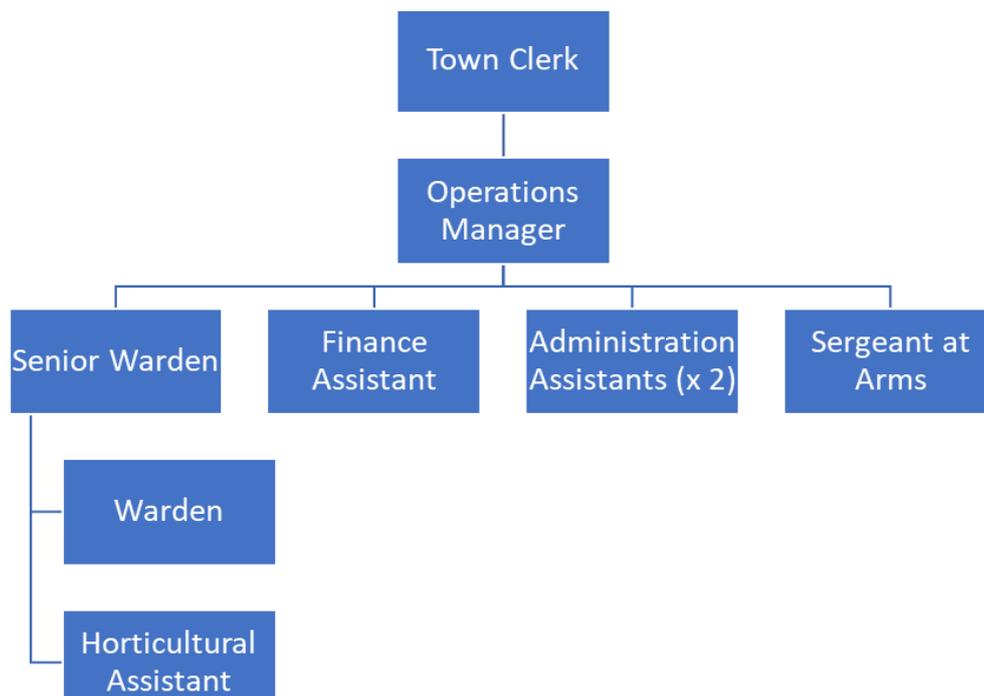
Laura Hawken  
Upper Spittal Ward

Thomas Stewart  
St. Boisil Ward

Jane Turnton  
Grove Ward

Vacancies exist in Magdelene Ward (x2) St Boisils Ward (x2)  
and Upper Spittal Ward (x1).

## STAFF





## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	<b>Operations Manager</b>
<b>PLACE OF WORK:</b>	<b>Berwick-upon-Tweed</b>
<b>SPINE POINT:</b>	<b>SCP Range 24 - 28 (£33,024 - £36,648) Plus membership of workplace pension scheme</b>
<b>HOURS OF WORK:</b>	<b>Full time - 37 hours a week. There is a requirement for some evening work to attend Council meetings, and weekend work for events and projects.</b>
<b>ALLOWANCES:</b>	<b>Casual car user allowance</b>
<b>REPORTS TO:</b>	<b>Town Clerk and Staffing Committee</b>
<b>SUPERVISORY RESPONSIBILITIES:</b>	<b>See attached organisation chart.</b>

### **A. Main Purpose of the Job**

To lead the Council staff with effective day-to-day management and communications for prompt implementation of Council decisions, efficient delivery of services, management of events and progress on projects to meet Council's objectives for the benefit of residents and visitors to Berwick, Tweedmouth and Spittal.

### **B. Areas of Day-to-Day Responsibility**

1. All staff and office management and the warden service.
2. Management of events in Berwick, Tweedmouth and Spittal e.g. Riding of the Bounds, Remembrance Day, Salmon Queen, Freemen ceremonies, Mayor making.
3. Projects - planning and delivery e.g. market, woodland walks, outdoor equipment.
4. Internal communications and progressively external communications.
5. Deputize for the Town Clerk.

## **C. Summary of Responsibilities and Duties of the Job**

### **All staff and office management and warden service**

- a. Manage the staff team, each having clear areas of responsibilities for efficiency in functioning.
- b. Ensure efficient management of office supplies, documentation, and filing systems, particularly for schedules of work, to meet internal and external audit requirements.
- c. Work with the Finance Assistant and Administration Assistant (1) in preparation for, running and follow-up for all Council meetings and Committee meetings, ensuring that all statutory requirements for notification etc., are met.
- d. Share minutes (checked by Chair) with clear decisions and action points, with all Councillors and all staff (including the Warden Team) within ten days after each Council or Committee meeting (excluding confidential items).
- e. Work with the Senior Warden in management of the Warden Team and delivery of the streets and open spaces services in Berwick, Tweedmouth and Spittal.
- f. Supervise the Senior Warden in ordering supplies using the system appended.
- g. Set a schedule and undertake staff appraisals each year, following the Council's appraisal system.

### **2. Management of events - e.g. Riding of the Bounds, Remembrance Day, Salmon Queen, Freeman Ceremonies, Mayor making**

- a. Each year plan a schedule of events in Berwick, Tweedmouth and Spittal, including timing of preparations, partners and key issues for each.
- b. Depending on workload, delegate the lead on each event to a specific staff member (including yourself).
- c. Ensure the appropriate health and safety and risk assessments are completed by the Senior Warden or Admin Assist (2) and necessary actions taken for the safety of staff and members of the public.
- d. Undertake post-event reviews and identify areas for improvement for the following year.

### **3. Internal communications and progressively strategic communications**

- a. Be conversant with the Council's Communication Strategy, and work with the Town Clerk and office staff to carry out required actions including:-
  - i) an annual plan on communications.
  - ii) an approach for re-building community trust in the Council.
  - iii) periodic surveys of community opinions and suggestions on Council service delivery in Berwick, Tweedmouth and Spittal.
- b. Build effective internal communications among staff and councillors.
- c. Prepare press releases and items for the Council website, FaceBook page and eNewsletter; seek Council approval, and post.

#### **4. Projects - planning and delivery e.g. market, woodland walks, outdoor gym equipment**

- a. Be aware of Council decisions regarding projects.
- b. Progress work on delivery of projects within budget and agreed timeframe.
- c. Research and apply for possible funding for additional projects in line with Council objectives for improvement of the environment, economy and community wellbeing in Berwick, Tweedmouth and Spittal.

#### **5. Deputize for the Town Clerk**

In the absence of the Town Clerk

- a. Provide consistent and reliable clerical, financial and administrative support to the Council.
- b. Assist in the production of committee information and reports. Ensure that agendas and minutes are prepared, approved and published in accordance with policy and legal requirements.
- c. Assist in the maintenance of administrative and financial records. Maintain relevant records and policy.
- d. Perform other duties as required by the Town Clerk or Council, within the scope of the post.

#### **6. Personal Development**

- a. With financial support of the Town Council, work towards the qualification: Certificate in Local Government Administration (CiLCA).
- b. Undertake other training as may be necessary to perform the role.
- c. Attend national and regional conferences or seminars as required by Council.

This list is neither exclusive nor exhaustive, as there may be other duties and requirements associated with the post, and as such you may be required to undertake unspecified other duties and/or hours of work as may reasonably be required of you.



## **D. Working environment and interactions**

### **1. External and Internal Contacts**

- a) Town Clerk, office staff and wardens, all Councillors and Council's Committees.
- b) Members of the public and partner agencies in Berwick, Tweedmouth and Spittal; contractors and suppliers.
- c) Northumberland County Council and neighbouring local councils.
- d) Interactions will be face to face, by telephone, written and electronic.

### **2. Workplace**

- a) Mainly the Council Office, with periodic site visits. Some home working will be considered.
- b) The Council operates a Smoke-free Policy and all staff and visitors are prohibited from smoking in any of the Council's buildings.
- c) All staff must commit to Equal Opportunities and Anti-Discriminatory Practices.
- d) The postholder is expected to familiarise themselves with the Council's Equalities and Diversity policy.

### **3. Health and Safety at Work**

- a) Berwick Town Council's Policy, and all relevant Health and Safety at Work Instructions are to be followed as a requirement of this post.
- b) The postholder is expected to familiarise themselves with the policy.

### **4. Data Protection Act 2018**

- a) All employees who are involved in the processing or handling of computer data have an obligation to comply with the terms of the Data Protection Act 2018 and the Council's Data Protection Policy.
- b) The postholder is expected to familiarise themselves with the policy

### **5. Other Council Policies**

- a) The post-holder is expected to familiarise themselves with and adhere to all relevant Council Policies and Procedures.

### **6. Performance Management**

- a) You will have collaborative one-to-one meetings on a regular basis with your line manager.
- b) The Council runs an appraisal system for all staff, involving a six-monthly review and an annual appraisal. Information from your discussions in these sessions will form the basis of a Personal Development Plan for you, in support of the Council's objectives.
- c) You update your Personal Development Plan each year with your past achievements, and next objectives, for discussion with your line manager at your annual appraisal.

### **7. Grievances and Support**

- a) If you have problems that cannot be resolved with your line manager, you can write to the Chair of the Staffing Committee outlining the issue, what you have already done to try to resolve the problem, and what you think still needs to be done.
- b) Bullying or harassment of any kind is not acceptable, either by staff or to staff, or members of the public, and every instance should be reported in writing to your line manager, and to the Staffing Committee so that appropriate action can be taken.

# OPERATIONS MANAGER

## PERSON SPECIFICATION

	Essential Attributes	Desirable Attributes
Educational Qualifications	<p>5 GCSE's grade C or above (including English and Maths) or equivalent NVQ</p> <p>A commitment to continuing professional development relevant to the role.</p>	<p>CiLCA or Cert HE (Local Policy)</p> <p>Customer Services qualification</p>
Knowledge	<p>Good understanding of local government law, management, administration, systems and functions</p> <p>Good understanding of legislation relating to health and safety</p>	<p>Good understanding of accounts preparation and VAT</p> <p>Good understanding of the requirements demanded of Local Council Award accreditation.</p> <p>Good understanding of employment law and good employment practice</p>
Experience	<p>Demonstrable experience in managing staff and implementing change</p> <p>Experience in office administration and/or management</p> <p>Experience of managing events and projects, delivering results on time and within budget</p> <p>Competence and experience in financial management, budget setting, monitoring, audit, and preparing accounts</p> <p>Experience in the practical application of Health and Safety and risk management requirements.</p>	<p>Experience in local government</p> <p>Experience in successful partnership working, e.g. with other councils, commercial and voluntary sectors</p> <p>Experience in Health and Safety work</p> <p>Demonstrable experience of successful external funding applications</p> <p>Experience in marketing</p>
Information Technology	<p>IT skills with practical experience in Microsoft Office packages and spreadsheets for producing easy to read documents and reports in a standard style</p> <p>Competent use of social media</p>	<p>Website updating</p> <p>Survey development</p> <p>Ability in programs used by the Council Office, such as Rialtas</p>



<p>Approach and Inter-personal Skills</p>	<p>Ability to display excellent inter-personal skills</p> <p>Ability to recruit, manage and motivate a staff team and promote team harmony</p> <p>Organised and efficient in use of time and resources to progress on objectives in service delivery</p> <p>Ability to effectively plan, delegate and coordinate work, meeting varying deadlines</p> <p>Excellent written and oral communication and presentation skills</p> <p>Ability to relate to the different needs of stakeholders and gain their confidence i.e., elected members, local communities, and partner organisations</p> <p>Ability to assimilate, interpret and summarise complex information</p> <p>Ability to recognise opportunities for service delivery</p> <p>An ability to take the initiative and devise creative solutions.</p>	
<p>Personal Qualities</p>	<p>Commitment to public service and enhancing community life</p> <p>Commitment to high standings of public service delivery that is efficient, effective and economic</p> <p>Awareness of the political process at work in local government</p> <p>Display a positive, flexible attitude with a pro-active approach and the ability to work under pressure</p> <p>Commitment to the development of staff and self</p> <p>Commitment to acquire CiLCA within one year of appointment</p> <p>Commitment to attend (and service) regular evening meetings and be available for occasional evening and weekend commitments</p> <p>Possess a clean driving licence</p> <p>Ability to respect and keep confidentiality</p> <p>Ability to operate with impartiality in a political environment</p> <p>Ability to work under pressure with changing priorities and timescales</p>	

## **Terms & Conditions**

### **Operations Manager**

Salary: Salary Scale SCP 24 - 28 (£33,024 - £36,648) dependent upon skills, experience, and qualifications.

Payment of salary: Paid monthly in arrears.

Probation period: The post is subject to a probationary period of 26 weeks. This may be ended earlier or extended following discussions with the Town Clerk.

Conditions of Service: In accordance with the National Joint Council for Local Government Services.

Pension: Membership of the NEST Workplace Pension Scheme.

Hours: 37 hours per week. Council and Committee meetings are currently held on weekday evenings. Evening and occasional weekend working will be required for which time off in lieu will be granted. It may be necessary for the post holder to work in excess of these hours on occasions to meet deadlines.

References: The post is subject to two satisfactory references – one from your current employer and a previous employer or professional reference.

Place of work: The post is based at the Council offices in Berwick-upon-Tweed, but some home based working will be considered by prior arrangement.

Leave entitlement: Your holiday entitlement is 25 days per annum, plus the 8 normal bank/public holidays. Annual leave entitlement increases, in recognition of length of service to 26 days after five years continuous service. In addition to the above, you are entitled to 2 extra statutory leave days to be taken as determined by the Council. The holiday year is 1 April to 31 March. Holiday entitlement is pro rata for part time employees. Continuous service of holiday and sickness entitlement will be recognised if transferring within 4 weeks of end of employment from another local authority.