

## **Ramsey Town Commissioners**

Particulars relating to the post of

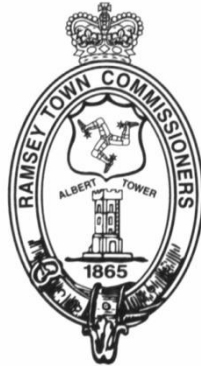
### **CLERICAL OFFICER TO THE COMMISSIONERS**

**December 2017**

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*Further information can be obtained from the  
Commissioners' Web Site at:  
[www.ramsey.org.im](http://www.ramsey.org.im)*



## **RAMSEY TOWN COMMISSIONERS**

### **Clerical Officer**

An opportunity has arisen within this progressive authority for a suitably qualified person to take on the role of Clerical Officer. The successful applicant will be responsible to the Deputy Finance Officer and will provide administrative support to the Finance and Housing Department's for Ramsey Town Commissioners.

This is an excellent opportunity to work within the local government structure of the Isle of Man. The Authority is committed to long term development in all areas of public service, and the post holder will play an important part in supporting the Finance and Housing Departments.

To attract the right person, a competitive salary and contributory pension scheme are available.

For more details and an application form, please contact the undersigned.

T P Whiteway  
Town Clerk & Chief Executive  
Ramsey Town Commissioners  
Town Hall  
Ramsey  
IM8 1RT

## APPOINTMENT PROCEDURE

### 1. Applications

Candidates are asked to complete the attached application form in either type or black ink and **to enclose a current curriculum vitae** which details how you meet the Person Specification for this position.

### 2. References

The two referees quoted on your application will only be contacted in the event of you being shortlisted, unless you request that they be contacted earlier. They should be able to comment from recent first-hand experience regarding your suitability for the post.

### 3. Closing Date

The closing date for receipt of applications is **12 noon on Friday 5<sup>th</sup> January 2018**. Application forms with a current CV should be returned to:

T P Whiteway  
Town Clerk & Chief Executive  
Ramsey Town Commissioners  
Town Hall  
Ramsey  
IM8 1RT

All applications should be marked:

**Private and Confidential  
Clerical Officer**

### 4. Acknowledgement

All applications will be acknowledged on receipt. Applicants will be notified of the outcome of their application following the short-listing process.

### 5. Interviews

Short-listed applicants will be invited for interview on 12<sup>th</sup> January 2018. This date is provisional and subject to confirmation within the invitation.

### 6. Canvassing

Canvassing of members of the Authority directly or indirectly in connection with this appointment shall disqualify the candidate

concerned.

**7. Relation of Members or Officers**

Any applicant who knows they are related to any member or officer of the Authority shall, when making their application, disclose that relationship.

An applicant who fails to disclose such a relationship shall be disqualified from appointment, or shall be liable to dismissal if already appointed.

**8. Further Information**

If any further information is required regarding this post, please contact the Town Clerk & Chief Executive

**RAMSEY TOWN COMMISSIONERS**  
**JOB DESCRIPTION**

Designation: **CLERICAL OFFICER**

Accountability: **DEPUTY FINANCE OFFICER**

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**MAIN PURPOSE OF THE JOB**

To provide administrative support to the Finance and Housing Department's. The post holder will work in a small team involved in a range of administrative, financial and customer service duties.

**MANAGEMENT RESPONSIBILITY**

The post is accountable to the Deputy Finance Officer and has no management responsibilities.

**DUTIES**

**Finance and Housing**

1. Main point of contact for telephone calls, emails and other correspondence from customers, dealing with the majority of routine queries on sundry debtor issues directing complex queries to the correct section, where necessary.
2. Maintain a high level of confidentiality and security of information, adhering at all times to the requirements of legislation and Commission's policies and procedures.
3. Maintain and update systems and other records with the relevant details regarding all payments, correspondence and action. Post and issue payment receipts including cash, cheques, BAC's etc.
4. Carry out searches for debtors as required using the Commission's internal systems and sources combined with external data sources.
5. Review rent arrears and follow collections process in accordance with the Commission's agreed policy.

6. Production of invoices for commercial lettings, refuse charges, the Northern Civic Amenity site and other services as required.
7. Provide administrative support to the housing officers; including front-line contact to personal or telephone callers dealing with or redirecting application, maintenance, tenancy queries or problems and rent payments.
8. Arrange appointments for Maintenance or Housing Officers as required.
9. Update housing system with changes of circumstances. Log, assign and update maintenance requests in accordance with agreed policies.
10. Establish, promote and maintain good working relationships with external agencies, Members of the Commission and internal officers.
11. Maintain a customer-focused friendly and enthusiastic response to customer enquiries.
12. Work effectively as part of a multi-functional team with the ability to assist in other areas of work as from time to time may be required.

### **Civil Registry**

1. Following training act as a Civil Registrar for Births, Marriages and Deaths as required and within established and documented procedures.

### **Other Duties**

1. To report immediately to the Town Clerk and Chief Executive any suspicion of financial malpractice or fraud.
2. Such other duties of a corporate or civic nature and of a similar level of responsibility as may from time to time be required by the Finance Officer, Town Clerk and Chief Executive or the Board.

December 2017

# Ramsey Town Commissioners

## CLERICAL OFFICER TO THE COMMISSIONERS

### PERSON SPECIFICATION

ATTRIBUTES	Essential or Desirable	METHOD OF ASSESSMENT
<p><b>Qualifications</b></p> <p>A good standard of general education.</p>	Essential	Application/CV
<p><b>Experience</b></p> <p>Relevant experience of administrative work in an office environment</p> <p>Experience of providing support across a variety of tasks and priorities.</p> <p>Experience of local or central Government.</p>	Essential  Essential  Desirable	Application/CV  Application/CV/Interview  Application/CV/Interview
<p><b>Knowledge &amp; Skills</b></p> <p>Good interpersonal skill with the ability to deal with customers and colleagues at all levels, both in person and over the phone, efficiently and professionally</p> <p>Good written and oral communication skills</p> <p>Computer literate, and competent using Microsoft Office programmes and SAGE Accounting with the ability to adapt to new systems</p> <p>Excellent organisational skills</p>	Essential  Essential  Desirable  Essential	Application/CV/Interview  Application/CV/Interview  Application/CV/Interview  Application/CV/Interview
<p><b>Disposition</b></p> <p>Ability to work under pressure and to adapt to changing demands and circumstances</p> <p>Ability to work accurately with close attention to detail</p>	Essential  Essential	Application/CV/Interview  Application/CV/Interview



Ability to work under own initiative and as part of a team, building up effective working relationships	Essential	Application/CV/Interview
Organised and logical, with the ability to prioritise own workload	Essential	Application/CV/Interview
<b>Circumstances/Interests</b>		
Isle of Man Worker	Desirable	CV/Application

# Ramsey Town Commissioners

## THE LOCAL AUTHORITY OF THE LOCAL GOVERNMENT DISTRICT OF RAMSEY

### CLERICAL OFFICER

#### CONDITIONS OF SERVICE

**1. APPOINTMENT**

The appointment is subject to a six month probationary period.

The terms of the appointment are those set out primarily in the attached Job Description and particulars herein. A more formal contract will be completed by the parties after the appointment, reflecting any further agreement reached with the Authority.

**2. PERIOD OF NOTICE**

Termination of the appointment is subject to one months' notice in writing on either side.

**3. SALARY AND CONDITIONS OF SERVICE**

The General Conditions of Service are as laid down in the National Agreement on Pay and Conditions of Service of the National Joint Council (NJC) for Local Government Services (the "*Green Book*" - a copy of which is held in the office for perusal by staff members at any time). There are also Local Agreements relating to salaries and annual holiday entitlement.

The incremental salary scale for the post will be based on points 14 to 17 (Scale 3) (currently £21,444 to £22,905).

Salaries are paid monthly by the 25th day of each month directly into the employee's bank account. Annual increases payable in accordance with the said Agreements apply from 1<sup>st</sup> April.

**4. NORMAL WORKING HOURS**

Monday to Thursday	8.30 a.m. to 1.00 p.m. and 2.00 p.m. to 5.00.p.m.
Friday	8.30 a.m. to 1.00 p.m. and 2.00 p.m. to 4:30 p.m.

- a 5 day, 37 hour week.

Your lunch time may be varied to accommodate the operational requirements of the department.

**5. ANNUAL AND PUBLIC HOLIDAYS**

Minimum annual leave entitlement under the provisions of the Local Agreement is 20 working days, but the applicant may be entitled to additional days if he/she has continuous service, immediately prior to the appointment, with other local authorities and/or central government. The maximum entitlement is 30 working days after 20 years' service.

There are a total of 12 public and concessionary paid holidays each year (subject to variation in Easter), details of which can be given on request.

**6. PENSION**

The successful applicant will join the Isle of Man Local Government Superannuation Scheme which is administered by Douglas Corporation unless they elect to opt out of the Scheme. The employee's contribution is between 6% and 7.5% of gross salary deducted from the monthly salary payments. Further details of the scheme are available on request from the Town Clerk and Chief Executive.

**7. DUTIES OF THE POST**

See Job Description

**8. APPLICATIONS**

Applications for the post should be submitted to the Chief Executive/Clerk in a sealed envelope marked

**“PRIVATE AND CONFIDENTIAL –  
CLERICAL OFFICER”**

**to arrive no later than 12 Noon Friday 5<sup>th</sup> January 2018.**

**Canvassing of members of the Authority directly or indirectly in connection with this appointment shall disqualify the candidate concerned.**

## Ramsey Town Commissioners

### FUNCTIONS AND DUTIES

Abandoned Vehicles	Pedlars and Street Traders
Beaches	Play Areas
Building Control	Public Clocks and Seating
Car Parking	Public Information/Advice
Civic Amenity Site	Public Pleasure/Recreation Grounds
Community Halls	Public Seats and Shelters
Consumer Advice	Public Toilets
Control of Dogs	Rate Setting
Environmental Health Enforcement	Refuse Collection
Events and Attractions	Registration of Births, Deaths, Marriages and Civil Partnerships
Facility for the Public to view Planning	Sanitation
Houses in Multiple Occupation	Administration of Sheltered Housing
Regulations/Enforcement	Authority
Food Hygiene Enforcement	Street Cleaning
Highway Hedgerows, Gulleys & Verges	Street Lighting
Housing	Street Nameplates
Library	Tourist Information
Litter Act/Designated Litter Officer	Unsightly/Derelict Buildings
Local Byelaws/Enforcement	War Memorial
Maintenance of Open Spaces	Sports Facilities
Nuisance Abatement	

