

Newton Abbot Town Council
Projects and Strategy Officer



Job Description & Person Specification

POST TITLE	Projects and Strategy Officer
GRADE	33 – 36 (£41,418 to £44,428 per annum)
HOURS	37 hours per week; mostly Monday to Friday. In order to deliver services effectively, a degree of flexibility is needed.
TYPE	Permanent (following a successful 6-month probationary period).
REPORTS TO	Deputy Town Clerk.

IMPORTANT RELATIONSHIPS	
INTERNAL	Council and Museum staff, Councillors, Communications Advisor.
EXTERNAL	Representative organisations and agencies, the public, businesses and elected members.
AREA OF RESPONSIBILITY	To enhance Newton Abbot's physical, social, and economic wellbeing.
PERSON SPECIFICATION	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.

BENEFITS	
Annual Leave	25 days holiday, in addition to bank and public holidays (rising to 28 days after 5 years' continuous service).
Pension	Local Government Pension Scheme.
Continuous service	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, a maintenance depot, public footpaths, allotments, street furniture and floral displays. In addition, the Council holds several community events throughout the year.

The Projects and Strategy Officer is a new post and will play a pivotal role collaborating with local authorities and organisations to deliver improvement projects for the benefit of Newton Abbot.

PURPOSE OF THE ROLE

Enhance Newton Abbot's physical, social, and economic wellbeing by:

- Coordinating and implementing initiatives for town improvement.
- Leading broader regeneration efforts.
- Achieving set targets for the town's development.
- Supporting local businesses.
- Representing the town through visible presence and media

KEY RESPONSIBILITIES:

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.

- **Stakeholder Engagement:** Build relationships, involve stakeholders in development plans, and foster dialogue on town issues.
- **Project Coordination:** Oversee initiatives from the Newton Abbot & District Community Plan, ensure progress, and resolve issues.
- **Advocacy:** Engage with national bodies and local MPs to influence policies for rural towns.
- **Security:** Support town centre security initiatives including NAST (CCTV) and radio link (NABS).
- **Town Standards:** Monitor and address cleanliness, maintenance, and security; liaise with service providers.
- **Economic Monitoring:** Track town centre performance, identify opportunities and threats, and plan accordingly.
- **Funding:** Identify funding sources, prepare bids, and manage projects from start to completion.

- **Promotion:** Create promotional content and work with media to enhance the town's profile.
- **Communication:** Serve as a central contact for all town stakeholders.
- **Partnerships:** Work with local councils and organisations to improve the town.
- **Problem Resolution:** Address and resolve concerns from businesses, residents, and visitors.
- **Feedback:** Collect feedback from shoppers, businesses and visitors and make recommendations.
- **Reporting:** Provide regular updates to the Town Council.

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 Town Clerk.
- To undertake any other duties as directed by the Deputy Town Clerk.
- 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 & PROFESSIONAL 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/VAPING 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	Assessed
Education, Qualifications & Training			
Degree or formal professional qualification in Community Development or Business Management or related subject.	✓		Certificates/ application/ interview
Experience			
Excellent administrative experience and confident IT skills including the use of Microsoft Office (Word, Excel, PowerPoint).	✓		Application/ interview
Experience of working in a complex and changing environment	✓		Application & interview
Experience of dealing with members of the public, and the ability to remain calm and act diplomatically whilst doing so.	✓		Application/ interview
Experience of working for a local authority.		✓	Application/ interview
A confident and professional approach in working across all disciplines and organisational levels to develop effective working relationships and collaborate with stakeholders; members of the public, businesses, colleagues, elected members and both District & County Councils.	✓		Application/ interview
Experience of town development strategies/Business Improvement Districts (BIDs)		✓	Application/ interview
Skills, Abilities & Knowledge			
Excellent time management and organisational skills and to be able to deal with conflicting demands and changing priorities/work plans.	✓		Application/ interview
Understand the importance of and be able to demonstrate excellent customer relations.	✓		Application/ interview
A high level of initiative, self-motivating and ability to problem solve and work as part of a team.	✓		Application/ interview
Excellent communication skills both written and verbal, together with excellent listening skills.	✓		Application/ interview
Ability to prioritise conflicting workloads against competing deadlines and deliver outcomes within defined timescale	✓		Application/ interview
Able to attend evening meetings and demonstrate a flexible approach to working hours, as required.	✓		Application/ interview
Ability to remain calm and act diplomatically when dealing with the public.	✓		Application/ interview

Dispute resolution and complaint handling	✓		Application/ interview
Experience of working with a myriad of different organisations, associations, clubs and volunteers,	✓		Application/ interview
Ability to develop excellent collaborative relationships with colleagues from all services for the overall benefit of the council.	✓		Application/ interview
Knowledge of the Town Council's role and responsibilities.		✓	Application/ Interview
Knowledge of the local area		✓	Application/ Interview
Ability to accept responsibility for major tasks/projects and deliver results, often in complex and difficult situations.	✓		Application/ Interview
Ability to work flexibly with limited direction, comfortable working under pressure with competing priorities, able to prioritise work, retaining a clear focus on outcomes;	✓		Application/ Interview
Experience of supporting projects linked to an organisation's strategic agenda.	✓		Application/ Interview
Full UK Driving Licence required for this role – Mileage paid at HMRC rate.		✓	Application/ Interview