

Job Description

1. Job details

Job title:	Member Services Administrator
Team:	Corporate Services
Directorate:	Resources
Post number:	P02095
Hours per week:	22 (to include Tuesdays and Thursdays)
Grade:	Band 4
Base:	Lymington Town Hall, Lymington
Accountable to:	Corporate Services Manager
Responsible for:	N/A
Indirectly responsible for:	N/A
Budget Responsible Officer (BRO):	No
Car user:	Casual
Politically restricted:	No
Membership of professional body required:	No
Key liaisons:	New Forest National Park Authority (NPA) staff, Authority members, partner organisations, e-mail networking groups

2 Role summary

- 2.1 Provide a high-quality, cost-effective support service to the NPA, its members, committees and panels as well as assisting on the Secretariat of the New Forest Consultative Panel.

3 Main duties and responsibilities

- 3.1 Assist with organisation and co-ordination of meetings and production of agenda including meetings of the full Authority, Planning Committee, Standards Committee, Resources, Audit and Performance Committee, Panels and members' informal briefings and other meetings which may arise from time to time.
- 3.2 Assist with maintenance of records of meetings including signed minute books and ensure that meetings papers and minutes are published on the website within corporate and statutory deadlines. Similarly ensure that members' records and relevant website information pages are maintained and updated.
- 3.3 Attend meetings and produce draft minutes as appropriate.
- 3.4 Facilitate arrangements to appointments to outside bodies.
- 3.5 Provide secretarial support to the New Forest Consultative Panel and New Forest Access Forum.

- 3.6 Respond to ad-hoc requests for information from members.
- 3.7 Set up the meetings calendar and annual members' training and development programme and make arrangements for briefings, tours and training events.
- 3.8 Undertake training as required to keep abreast of developments in legislation and best practice in the field of minute taking and any other field of training relevant to the job.
- 3.9 Perform such other reasonable activities as may be assigned from time to time by the Corporate Services Manager.

4 Problem solving

- 4.1 The post holder will be required to resolve day to day problems and will need an understanding of IT systems, the NPA's Standing Orders and Establishment Order. More complex problems will be referred to the manager.
- 4.2 The post holder will need to be able to balance and prioritise his/her own daily workloads to meet the targets and deadlines for the team and to assist where necessary. He or she will assist with developing new working methods and processes within their work areas.

5 Decision making

- 5.1 The post holder will be required to make day to day decisions relating to prioritising workload to meet required deadlines. For example, many of the activities require the incumbent to have knowledge of, and to act in compliance with, Authority and statutory requirements, i.e. Authority's Standing Orders. In the line manager's absence, decisions outside of the post holder's own knowledge area should be referred to other managers.
- 5.2 Other decisions are relevant to arranging meetings, member training and content of minutes.
- 5.3 The line manager sets targets and objectives in discussion with post holder.

6 Operational responsibility

- 6.1 The post holder will be required to deal with all aspects of Member Services processes on time and accurately.
- 6.2 Maintain confidentiality of information acquired in the course of undertaking duties for the section.

7 Communication

- 7.1 Communicate effectively in writing and in personal contacts with the Chief Executive, the NPA Chairman, members and staff up to senior level within the NPA and the public as well as considerable liaison with external bodies such as Forestry England and the Verderers of the New Forest.
- 7.2 Liaison with members of the New Forest Consultative Panel and New Forest Access Forum on meetings and Panel matters.
- 7.3 Frequent contact with members of the Authority to provide information and assistance in connection with arrangements for meetings, briefings, conferences, workshops and member training.
- 7.4 Regular contact with the other National Park Authorities across England and Wales in maintaining information sharing contacts, best practice and co-operation.

- 7.5 The post holder is also present during discussion of exempt information at Authority meetings and will be responsible for recording these discussions.

8 Working conditions

- 8.1 The majority of the work is office-based, though there will be occasional travel for meetings and work outside normal office hours will be required on occasions. The position may involve contact with people with differing views to the NPA's objectives.

9 General

- 9.1 The post holder must at all times carry out his/her responsibilities with due regard to NPA policy and procedures.
- 9.2 All staff have a responsibility to participate in the Authority Appraisal Scheme and to contribute to their own development, and the development of any staff they appraise or are responsible for.

10 Confidentiality

- 10.1 The post holder will have access to confidential information relating to NPA business and is required to exercise due consideration in the way he or she uses such information and should not act in any way prejudicial to the NPA's interests. Information which may be included in the category which requires extra consideration covers both access to and the general business of the NPA and information regarding individuals. Employees who have any doubt regarding the use of information in the pursuit of duties should seek advice from their manager before communicating such information to any third party.

11 Health and safety

- 11.1 Employees must be aware of the responsibility placed on them under the Health and Safety at Work Act (1974) to maintain a healthy and safe working environment for both staff and visitors. Employees also have a duty to observe obligation under the NPA and departmental Health and Safety policies, and to maintain awareness of safe practices and risk assessment.

12 Financial regulations

- 12.1 All staff are responsible for security of the property of the NPA, avoiding loss or damage of property, and being economical and efficient in the use of resources. Staff should conform with the requirements of the NPA's financial procedures.

13 Job description agreement

- 13.1 The above Job Description is not intended to be exhaustive, the duties and responsibilities may therefore vary over time according to the changing needs of the service.

**Job holder's
signature:** _____

Date _____

**Manager's
signature:** _____

Date _____

Person Specification

Member Services Administrator
Corporate Services

Criteria	Essential	Desirable	Assessed by
Education / qualifications			
Good general education to A Level (or equivalent standard) or comparable in terms of experience	Y		A
Experience			
Demonstrable experience in a relevant environment	Y		A / I
Experience of taking minutes and summarising discussions of a technical nature	Y		A / I
Demonstrates previous experience of working as an effective team member	Y		A / I
Knowledge			
Previous local government or national park experience preferably in an administrative or legal capacity		Y	A
Skills			
Strong oral and written communication skills	Y		A / I
Good organisational skills with experience of managing own workload to meet deadlines	Y		A / I
Demonstrates good customer service skills to interact effectively and professionally with external and internal customers, using tact and diplomacy when required	Y		A / I
Good IT skills and knowledge of current systems	Y		A
Good interpersonal skills	Y		A / I
Impact and attributes			
Ability to understand the need to treat sensitive information confidentially	Y		A / I
Political awareness	Y		A / I

Evidence assessed by key: A = Application form/CV
I = Interview