



**Stotfold Town Council**

**Recruitment Pack**

**Business Services Officer**

**October 2026**

## Table of Contents

|                                                                            |    |
|----------------------------------------------------------------------------|----|
| Introduction .....                                                         | 3  |
| Welcome .....                                                              | 4  |
| Stotfold – An Introduction .....                                           | 6  |
| Stotfold Town Council – An Introduction .....                              | 7  |
| Stotfold Town Council – Committee Structure .....                          | 8  |
| Stotfold Town Council – Staff Structure .....                              | 9  |
| Advertisement – Business Services Officer .....                            | 10 |
| Job Description And Person Specification – Business Services Officer ..... | 11 |
| Key Terms And Conditions Of Employment .....                               | 14 |
| GDPR Notice .....                                                          | 15 |
| Application and Selection Process .....                                    | 16 |
| Appointment and Commencement .....                                         | 16 |

## Introduction

Thank you for responding to the Town Council's advertisement for the Business Services Officer. We trust that you will find this recruitment information pack, together with the job advertisement, job description and person specification of assistance in deciding to apply.

If you would like to apply, please complete the separate application form (CVs are not acceptable) and submit it by email to [recruitment@stotfoldtowncouncil.gov.uk](mailto:recruitment@stotfoldtowncouncil.gov.uk) by Monday 26 October 2026, by 9am or by post to:

Emma Payne, Town Clerk  
Stotfold Town Council  
Greenacre Centre  
Valerian Way  
Stotfold SG5 4HG

This recruitment pack will not form any part of any subsequent contract of employment.

If you have any questions on the information contained within this pack, the selection process, or you would like an informal discussion on the role, please contact Emma Payne. Town Clerk 01462 730064 [townclerk@stotfoldtowncouncil.gov.uk](mailto:townclerk@stotfoldtowncouncil.gov.uk)

If because of a disability or impairment, you would like us to make any special arrangements concerning the completion of your application, or attending the interview, please let us know.

## Welcome



Thank you for considering a role with Stotfold Town Council. We are a welcoming, forward-looking organisation committed to delivering excellent services for our residents and maintaining an efficient, community-focused council.

The Business Services Officer is an important part of our team, helping to keep the Council's corporate services and governance arrangements running smoothly. The role coordinates information and records management, IT liaison, the asset register, contract monitoring and Transparency Code compliance, while also supporting democratic administration and the Finance Officer.

Working in local government offers a rewarding opportunity to make a visible difference. You will see the impact of your contribution through helping residents access services and enabling the effective delivery of council business. We are proud of our respectful and supportive working environment and value the contribution every member of staff makes.

As Mayor of Stotfold Town Council, I am proud to work alongside dedicated Councillors and a professional team led by our Town Clerk, Emma. If you join us, you will be supported in your development and encouraged to bring your energy, ideas and skills to the role. We look forward to welcoming someone who shares our commitment to public service and community engagement.

This is more than a job, it is an opportunity to contribute to the community we serve. We look forward to meeting you.

***Cllr Jon Smith, Mayor, Stotfold Town Council***

Stotfold is a thriving town with a strong community spirit, and the Town Council plays an important part in supporting local life. We are looking for a capable and enthusiastic person who takes pride in providing reliable services and would enjoy contributing to the work of a busy local council.

As Business Services Officer, you will help ensure that our records, systems, contracts and governance processes are accurate, organised and compliant. You will also provide valuable support to the Finance Officer and help maintain a welcoming reception service when cover is needed.



You will work closely with me, the Finance Officer and colleagues across the Council. From committee administration and information governance to digital systems and corporate services, the role offers plenty of variety and the opportunity to improve how we work. It will suit someone who is organised, accurate, discreet and confident in using their initiative.

If you enjoy bringing order to complex information, improving systems and helping a public service team work effectively, I would be delighted to hear from you. Please contact me if you would like an informal conversation about the role and what it is like to work with us.

A handwritten signature in dark ink, appearing to read 'Emma Payne', with a stylized flourish at the end.

***Emma Payne, Town Clerk, Stotfold Town Council***

## Stotfold – An Introduction

The Stotfold of today is a growing town situated in the southeast of Bedfordshire, close to the border with Hertfordshire. The town extends over 2,207 acres making this a large parish.

With its excellent links to the A1, and nearby Arlesey Station, it is a popular place to live, and the town has seen considerable development in the past ten years, with an increase in population from 9,014 (2011) to 12,308 (2021).

In 2009, Local Government in Bedfordshire underwent a Governance Review, and in April of that year, the new unitary authority [Central Bedfordshire Council](#) came into being. This replaces the former Mid Beds District and Bedfordshire County Councils. Further details on their roles and contact information can be found on the Town Council's website.

## Stotfold's History

Stotfold's name is commonly understood to come from the Old English words for cattle ("stots") and an enclosure ("fold"), reflecting the area's association with livestock and its position near the historic Great North Road.

People have lived in and around Stotfold since prehistoric times. Archaeological evidence found on the outskirts of the town indicates settlement dating back to the Stone Age, while the River Ivel and the nearby north-south route would have made the area attractive for farming, travel and trade.

Stotfold was recorded in the Domesday Book of 1086 as a settlement in the hundred of Clifton, Bedfordshire. The entry records 41 household - 21 villagers, 14 smallholders and six enslaved people - together with substantial ploughland, meadow and four mills. The manor was held by Hugh de Beauchamp in 1086 and was valued at £25.



Image – Philip Parkin

## Stotfold Town Council – An Introduction

Town and parish councils are the first tier of local government in England and the closest to the communities they serve. Around 10,000 operate across the country. They are elected bodies with powers set by Parliament to represent local people and provide community services.

Town Council elections are held every four years. The next election is scheduled for May 2027.

The Town Council is responsible for managing:

- a) Hitchin Road Recreation Ground
- b) Riverside Playing Field
- c) The Green
- d) Arlesey Road Recreation Ground
- e) Greenacre Park and play areas
- f) Millennium Green
- g) Jubilee Wood
- h) Centenary Wood
- i) Stotfold Cemetery
- j) Town Council owned street lighting
- k) The Memorial Hall
- l) The Simpson Centre
- m) The Greenacre Centre
- n) Pix Brook Play Area
- o) Prince Charles Avenue Play Area
- p) Public Conveniences and Car Park – Brook Street
- q) Public Conveniences - Arlesey Road (Arlesey Road/Football Club car park)
- r) Allotment Sites in the Town - Norton Road and Common Road (latter site owned by Eleemosynary Charity of William Field, and managed by the Town Council)

The Town Council has 15 councillors, including the Mayor and Deputy Mayor. Its business is conducted through Full Council and five committees.

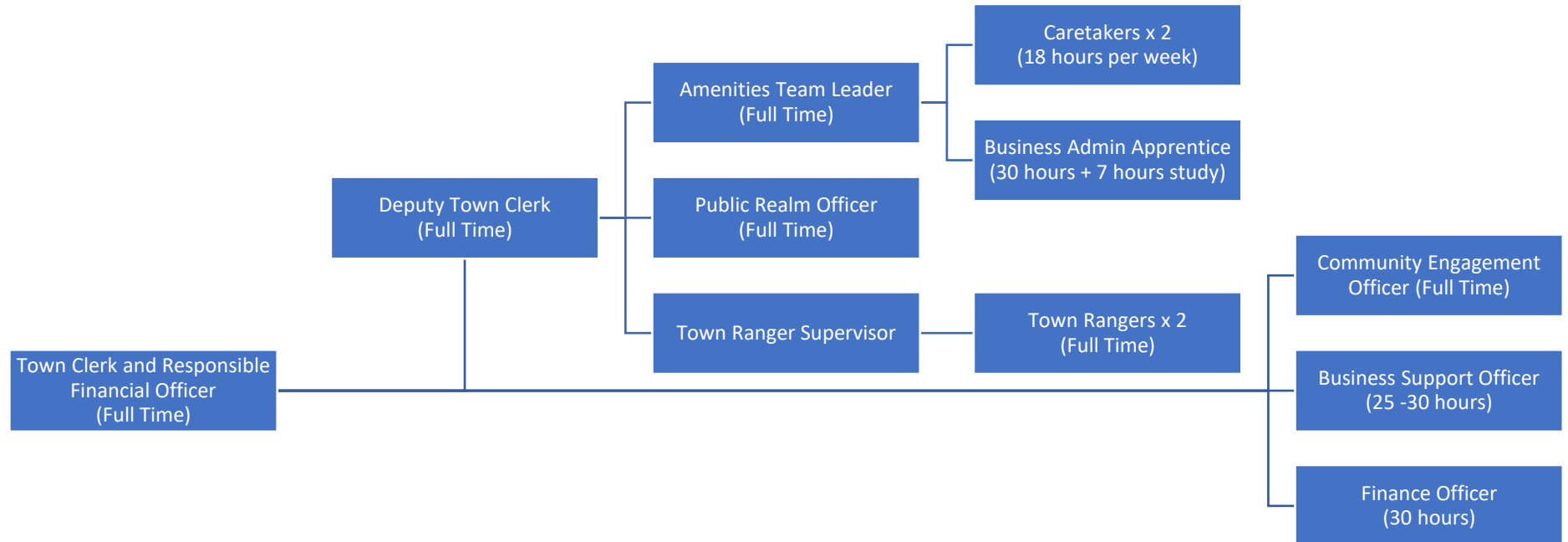
## Stotfold Town Council – Committee Structure

Each committee is made up of a set number of councillors and membership is agreed at the Annual Town Council Meeting held in May each year. Committees are given delegated powers to make decisions on their area of responsibility.

The Committees are supported by officers who issue the agenda, researching and compiling reports and recording the minutes and any decisions.



## Stotfold Town Council – Staff Structure



## Advertisement – Business Services Officer

Stotfold Town Council is seeking an organised, motivated and flexible individual to join our small, friendly team as Business Services Officer. This varied role will support the Council's corporate services, governance and finance functions.

You will manage information and records, liaise on IT systems and office equipment, maintain the asset and policy registers, monitor corporate contracts, support Transparency Code compliance and assist with democratic administration. You will also support the Finance Officer and provide reception cover when required.

We're looking for someone who:

- Has excellent communication, organisational and time-management skills.
- Has excellent IT skills, including Microsoft Word, Outlook and Excel.
- Can process complex information and produce accurate work with tact and discretion.
- Can work collaboratively with colleagues, elected Councillors, contractors and members of the public.

In return, we offer a supportive working environment, training and development opportunities, and a role that truly makes a difference in the community. A willingness to attend evening meetings is desirable.

### How to Apply

For an application form and recruitment pack, please email [recruitment@stotfoldtowncouncil.gov.uk](mailto:recruitment@stotfoldtowncouncil.gov.uk) or download it from our website [Vacancies - Stotfold Town Council](#).

If you'd like an informal chat about the role, please call Emma Payne 01462 730064.

### Closing Date

Deadline for applications is Monday 26 October 2026, 9am.

Interviews will be held on Thursday 12 November 2026.

We welcome applications from all sections of the community and value diversity in our workforce.

## Job Description And Person Specification – Business Services Officer

Job Title: Business Services Officer  
Reports to: Town Clerk  
Salary: SCP 16-20 £31,325 – £33,673 or  
£24,679 - £26,364 based on 30 hour week  
Hours: 25-30 hours per week  
Other criteria: Some home working, flexible working, NEST pension

### Job Purpose

- To manage the Council's corporate services function, including information and records management, IT liaison, the asset register, contract management and Transparency Code compliance.
- To promote the highest professional standards and ensure good governance.
- To deliver the democratic administration around Council meetings.
- To support the Finance Officer
- To act as reception cover

### Key Responsibilities

#### Corporate Services and Information Management

- a) Maintain and update the Council's website, working with the Town Clerk to keep content accurate, accessible and current.
- b) Manage the Council's information and records, including the storage, retention and secure disposal of physical and digital records in line with the Council's retention schedule and data protection obligations.
- c) Act as the Council's first point of contact for IT systems and office equipment (including telephone systems, mobile phones, broadband and printers), liaising with external IT providers to resolve issues, coordinate upgrades and support staff with day-to-day IT needs.
- d) Maintain and update the Council's asset register, ensuring accurate and current records of the Council's assets, their condition and value.
- e) Oversee contract management across the Council's corporate contracts, tracking renewal dates, monitoring performance and value for money, and reporting to the Town Clerk as required.
- f) Ensure the Council's compliance with the Local Government Transparency Code, coordinating the timely publication of required information.
- g) Supporting or coordinating FOI and Environmental Information Regulations requests
- h) Maintain accurate training records for all staff and councillors, coordinating training needs and bookings across the Council.

#### Governance and Democratic Services

- a) Undertake tasks associated with administering the Council's governance arrangements, including supporting agenda collation, distribution of minutes, and ensuring proper legal governance.
- b) Maintaining a central policy register, review dates and ensuring policies are reviewed/updated

**Finance**

- a) To assist the Finance Officer by inputting information into the Town Council's accounting systems, raising and working on Excel spreadsheets and acting as an internal control.
- b) To assist with all usual accounting functions including payments, invoicing, banking preparations and statutory returns.
- c) To assist with the preparation of financial reports and other documents as required; administration of Council grants; any statutory logs and assets registers; any other accounting functions in accordance with the Town Council's Financial Regulations.

**Reception Cover**

- a) To cover reception when the Business Admin Apprentice is absent including providing of an efficient and welcoming front line reception service and providing great customer service.
- b) To triage enquiries from the online reporting system, ensuring actions raised are allocated relevantly and completed.
- c) Dealing with general enquiries by telephone/personal callers and redirection, if relevant, to the relevant stakeholders.
- d) Carrying out general office administration including incoming/outgoing post, general correspondence and filing.
- e) To help with the administration associated with the hiring of the Town Council's properties including ensuring that hirers complete the relevant paperwork and that the correct policies and procedures including health and safety are adhered to.
- f) To maintain accurate financial records as required including issuing receipts and taking hall hire deposits.

**Other Responsibilities**

- a) Acting as a representative of the Council as required, positively promoting the council within the local community and being one of the Council's public-facing contacts.
- b) To contribute to our priority in relation to climate change by considering and limiting the carbon impact of activities during your work, wherever possible.
- c) To work in a way that does not divulge personal and/or confidential information and follow the council's policies and procedures in relation to data protection and security of information.
- d) Promoting equality, diversity, and inclusion and being aware of your own actions and those of others. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.
- e) To work within Health and Safety Legislation in accordance with the Health and Safety at Work Act 1974 and Management of health and safety at work regulations 1999.
- f) Attending training courses and seminars that support the role, and that contribute to personal and professional development.
- g) Keeping updated records of time, annual leave, and travel, and mileage reclaims.
- h) Performing any other relevant duties which may be assigned from time to time by the Council.

## Person Specification

| Category                             | Criteria                                                                                                                         | Essential | Desirable |
|--------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|
| Education, Qualifications & Training | A-Level qualifications, or equivalent NVQ, or relevant experience.                                                               | ✓         |           |
|                                      | Administrative qualification or qualified by experience.                                                                         |           | ✓         |
|                                      | Introduction to Local Councils (ILCA) or Certificate in Local Council Administration (CiLCA).                                    |           | ✓         |
| Experience                           | Excellent IT skills and experience of Microsoft packages (Word, Outlook, Excel).                                                 | ✓         |           |
|                                      | Democratic services and/or committee management in local government, voluntary or the private sector.                            |           | ✓         |
|                                      | Experience of records and information management, including retention and data protection compliance.                            | ✓         |           |
|                                      | Experience of contract management or supplier/contractor liaison.                                                                |           | ✓         |
|                                      | Experience of maintaining an asset register or similar record system.                                                            |           | ✓         |
|                                      | Working knowledge of website content management systems.                                                                         |           | ✓         |
|                                      | Experience of grant applications/fund raising                                                                                    |           | ✓         |
|                                      | Working with the public in customer service or representation.                                                                   |           | ✓         |
| Skills, Abilities & Knowledge        | Effective communication skills, both written and verbal.                                                                         | ✓         |           |
|                                      | Ability to process complex information and produce accurate written work.                                                        | ✓         |           |
|                                      | Excellent time management, co-ordination and organisational skills.                                                              | ✓         |           |
|                                      | High level of initiative, self-motivation and ability to problem solve.                                                          | ✓         |           |
|                                      | Able to develop close working relationships with colleagues, elected Councillors, members of the public and staff at all levels. | ✓         |           |
|                                      | Ability to remain calm and act diplomatically in a pressurised environment.                                                      | ✓         |           |

|                    |                                                                                                                  |   |   |
|--------------------|------------------------------------------------------------------------------------------------------------------|---|---|
|                    | Ability to act with tact and discretion, and with political sensitivity when working in a political environment. | ✓ |   |
|                    | Ability to deal with conflicting demands.                                                                        | ✓ |   |
|                    | Research skills, including identifying sources of information and summarising large amounts of data.             |   | ✓ |
|                    | Knowledge of the statutory framework relating to governance structures.                                          |   | ✓ |
|                    | An adaptable and flexible approach to work.                                                                      | ✓ |   |
|                    | Health and safety awareness.                                                                                     | ✓ |   |
|                    | Equalities awareness.                                                                                            | ✓ |   |
|                    | Climate and environment awareness.                                                                               | ✓ |   |
| Other Requirements | Willingness to attend evening meetings.                                                                          |   | ✓ |

## Key Terms And Conditions Of Employment

### General

The terms and conditions of employment are generally in accordance with the National Joint Council Scheme of Conditions of Service.

### Salary

The full-time salary is SCP 16-20 £31,325 – £33,673 or £24,679 - £26,364 based on 30 hour week

### Working Week

This role is for 25-30 hours per week. Some home working and flexible working may be available in accordance with Council policies and service requirements.

The detailed working pattern will be agreed with the successful candidate. The postholder must be willing to attend evening meetings as required.

### Annual Leave

25 working days (increased after 5 year's continuous local government service) plus 8 days bank and public holidays and 2 concessionary days.

### Pension

You will automatically be enrolled in a NEST pension scheme, and more information will be provided to you.

## **Probation**

3-month probationary period.

## **Code of Conduct and Staff Handbook**

Stotfold Town Council abides by the Code of Conduct, in accordance with the policies outlined in the Council's Staff Handbook. A copy of the Staff Handbook is made available to every member of staff.

## **Pay Method**

Salary is paid on the 20<sup>th</sup> day of the month, directly by credit transfer to a bank or building society.

## **Salary Review**

The salary is subject to any revisions agreed nationally by the National Joint Council on behalf of NALC and SLCC as a result of pay negotiations which are usually effective from 1 April.

## **Work Location**

Greenacre Centre, Valerian Way, Stotfold SG5 4HG with attendance at other locations as required and when necessary.

## **Expenses**

Car mileage allowance is payable in accordance with the casual user provisions in the Council's policy.

## **Other Terms**

All staff are required to operate within the Council's code of practice on confidentiality. A no smoking policy is in operation in the Council's buildings and vehicles.

## **Notice Period**

After completion of the probationary period, 2 months on either side in writing to terminate the employment. Unless your employment is terminated on grounds of gross misconduct when summary dismissal will apply, the minimum period of notice of termination of your employment which you are entitled to receive from the Council in writing after completion of any probationary service, period is two months.

## **GDPR Notice**

As part of any recruitment process, Stotfold Town Council collects and processes personal data relating to job applicants. The organisation is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Our full [Privacy Notice](#) can be found on our website.

## Application and Selection Process

### Recruitment Schedule

The proposed recruitment timetable is as follows – any changes will be advised as required.

Closing date for the receipt of applications      Monday 26 October 2026, 9am.

Shortlisted candidates' invitation to interview      by Friday 30 October 2026

Formal interviews      Thursday 12 November 2026

### Application Procedure

You should complete the Town Council's application form in full and not disregard any sections. CVs are not acceptable as an alternative to completing the Application Form but may be attached along with any supplementary information or documents in support of your application.

When submitting your application, you should address the requirements of the Job Advertisement, Job Description and Person Specification for the post and ensure that your relevant key experiences, knowledge, skills, and personal style are clearly described to give you the best opportunity in the short-listing process. Please note you will be required to show documentary proof of qualifications claimed at interview.

Completed application forms should be headed "Confidential – Application for the Post of Business Services Officer" and received by 9am on Monday 26 October 2026 by email to [recruitment@stotfoldtowncouncil.gov.uk](mailto:recruitment@stotfoldtowncouncil.gov.uk) or by post to:

Emma Payne, Town Clerk  
Stotfold Town Council  
Greenacre Centre  
Valerian Way  
Stotfold  
SG5 4HG

### Selection Process

The formal interviews will be undertaken by the Council's interview panel at the Greenacre Centre on Thursday 12 November 2026. The interviews will be structured to assess your competence and suitability for the post and may require some form of aptitude test.

## Appointment and Commencement

It is anticipated that the successful candidate will be notified on or around Friday 30 October, with a commencement date of 1 January 2027, subject to the successful candidate's notice period and pre-employment checks.

### References

If you are shortlisted, references will normally be applied for in advance of the interview, unless you have identified in your application that you do not give the Council permission to do so. If appropriate, direct confidential contact may check the authenticity of referees if you are offered the post.

## **Proof of Eligibility to Reside and Work in the UK**

In accordance with its legal obligations, the Council will require you to provide proof that you are legally able to resident and work in the UK. If you are successful in your application before commencing employment.

## **DBS**

This position is not subject to a criminal record check processed through the Disclosure and Barring Services (DBS) as part of its recruitment process.

## **Canvassing**

Canvassing, either directly or indirectly, will disqualify you from appointment. Sending copies of, or extracts from, your completed Application Form, CV or testimonials to any Member or Officer of the Council will be regarded as canvassing.

## **Equal Opportunities**

The Council wholeheartedly supports the principle of equal opportunities in employment opposing all forms of unlawful and/or unfair discrimination on grounds of any protected characteristic in accordance with the Equality Act 2010. We aim to appoint therefore purely on merit and suitability for the post on offer. You are invited to complete and return the enclosed Equality Monitoring Information Form and return it with your completed application Form. The completed form will be regarded as strictly confidential, kept separately from and in no way used or affect the outcome of your application for employment.

## **Equality Positive Action (where applicable)**

The new positive action terms mean that it is lawful to recruit or promote a candidate who is of equal merit to another candidate if the employer thinks that:

- The candidate has a protected characteristic that is underrepresented in the workforce.
- People with that characteristic suffer a disadvantage connected to that characteristic.

However, positive action does not allow an employer to appoint a less suitable candidate just because that candidate has a protected characteristic that is under-represented or disadvantaged.

## **Further Information**

We hope that the information contained in this Recruitment Pack is helpful and sufficiently thorough to enable you to submit your application which we look forward to receiving. However, if you have any questions on the information in the Recruitment Pack or any aspect of the appointment or the recruitment process, please do not hesitate to contact the Town Clerk as set out in the Introduction earlier in the Pack.

This Recruitment Pack has been prepared to provide candidates with information on the role and Stotfold Town Council but does not form part of any future contract of employment.