

Stotfold Town Council

Recruitment Pack

Business Services Officer

August 2025

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Introduction

Thank you for responding to the Town Council's recent 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 by Wednesday 3 September 2025, by 12 noon 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 emma@stotfoldtowncouncil.gov.uk

If as a result 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



We are at an exciting point in the ongoing growth and development of Stotfold Town Council. As an ambitious and forward-looking organisation, we are committed to delivering excellent services to our residents and ensuring our council remains a welcoming, efficient, and community-focused body.

This new role Business Support Officer is pivotal to how we operate on a day-to-day basis. You will be the first point of contact for residents, visitors, and partners, setting the tone for their experience with the Council. From managing front-of-house operations to providing vital support to the Mayor and the Town Clerk, your work will underpin the smooth running of our civic and administrative functions.

Working in local government offers a unique opportunity to make a meaningful difference. At our tier, you'll see first-hand the impact of your contribution, whether through helping residents access services, supporting the Town Mayor at community events, or ensuring the efficient delivery of council business. We are proud of the respectful and supportive environment we've created for our staff, and we recognise the value each team member brings to achieving our shared goals.

As Chair 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'll be supported in your development and encouraged to bring your energy, ideas, and skills to the role. We are excited to welcome someone who shares our commitment to public service and community engagement.

This is more than a job—it's a chance to be part of something that matters. We look forward to meeting you.



Cllr Steve Buck, Chair, Stotfold Town Council



Stotfold has experienced significant growth in recent years, bringing with it both new challenges and exciting opportunities. At the heart of our town is a strong sense of community, and we are proud to serve residents who genuinely care about where they live. We're now looking for someone who shares that commitment to join our team in a vital front-facing role.

The Business Services Officer is often the first point of contact for those engaging with the Town Council, and the quality of that first impression truly matters. This role is more than just administrative support—it's about being a calm and capable presence, ensuring our services run smoothly, our residents feel heard, and our civic responsibilities are carried out with pride and professionalism.

You'll be working closely with me, our Town Mayor, and the wider team to support the day-to-day running of the council. From managing reception and coordinating the Mayor's diary to helping with projects and events, this is a varied and rewarding opportunity where no two days are the same.

If you enjoy making a difference behind the scenes, take pride in your organisational skills, and want to be part of a supportive and forward-thinking council, I'd love to hear from you. Feel free to give me a call for an informal chat—we're excited to welcome someone who will help us serve Stotfold with warmth, professionalism, and heart.



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 (2021) 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.

Many of the buildings around the town bear witness to the Stotfold of yesteryear: The oldest surviving building is St Mary's Parish Church which dates back to Norman times and still contains traces of its traditional architecture.





Randall's Mill, now fully restored following a fire, dates back to the Industrial era of the 1800's. Their popular weekends of May Fair and Steam Fair bring people into the town.

Many old cottages around the town date back to a gentler time when you can imagine the annual Stotfold Feast being held on the Village Green. The Green is now in the ownership of the Town Council and the date of the Stotfold Feast, the first Friday after the second Monday in July, is still marked by a fun fair.

Picture – Nerys Martin

Stotfold Cemetery dates back to 1898 and the Town Council and residents are justly proud of the sympathetic way it has been landscaped and managed.



Picture – Chris Nurse

Stotfold's History

The name of Stotfold is thought to have been derived from the practice of northern cattle drovers breaking their journey at this point along the A1 Great North Road and penning their cattle (stots) in enclosures (folds) before continuing their journeys southwards.

The archaeological team of the former Bedfordshire County Council have found traces of long forgotten settlements around the outskirts of today's town. These bear witness to the fact that people settled with their families and animals on land in this area as long ago as the Stone Age, approx. 2700BC.

The River Ivel, which runs through the town, was probably a great factor in the decision to settle and in later years the Great North Road linking the south with the north ensured continuing inhabitation. The Doomsday Book of 1086 records STOTFALT as having a population of 200.



Image – Philip Parkin

Stotfold Town Council – An Introduction

Town/Parish Councils make up the first tier of local government in England and are the layer of local government closest to the communities they represent. There are some 10,000 Councils at Parish level in England. As a tier of local government, they are elected bodies, with discretionary powers laid down by Parliament to represent their communities and provide services for them.

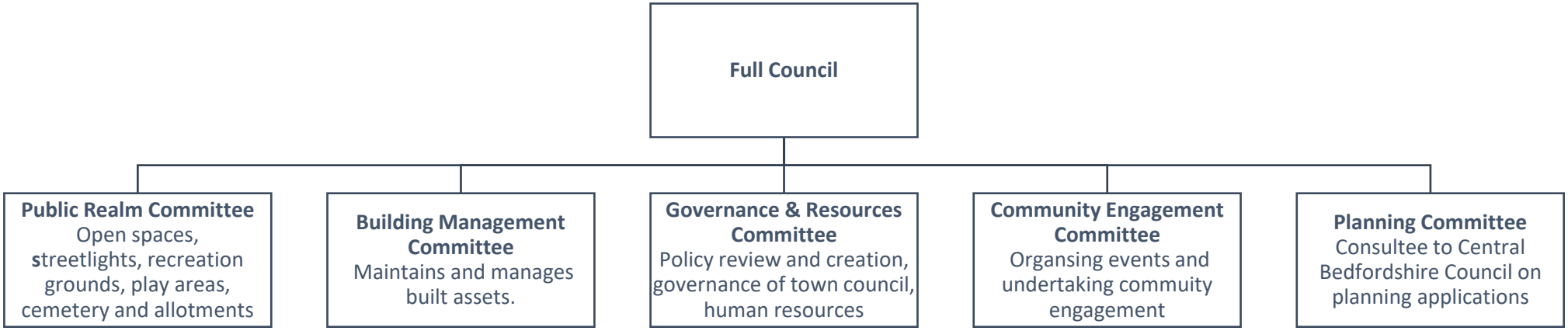
Elections to the Town Council are held every 4 years, with the next elections in May 2027.

The town council's responsibilities include:

- Hitchin Road Recreation Ground
- Riverside Playing Field
- The Green
- Arlesey Road Recreation Ground
- Greenacre Park and play areas
- Millennium Green
- Centenary Wood
- Stotfold Cemetery
- Town Council owned street lighting
- The Memorial Hall
- The Simpson Centre
- The Greenacre Centre
- Pix Brook Play Area
- Prince Charles Avenue Play Area
- Public Conveniences and Car Park – Brook Street
- Public Conveniences - Arlesey Road (Arlesey Road/Football Club car park)
- 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 comprises of fifteen councillors, including the Mayor and Deputy Mayor. There are currently five committees plus Full Council meetings.

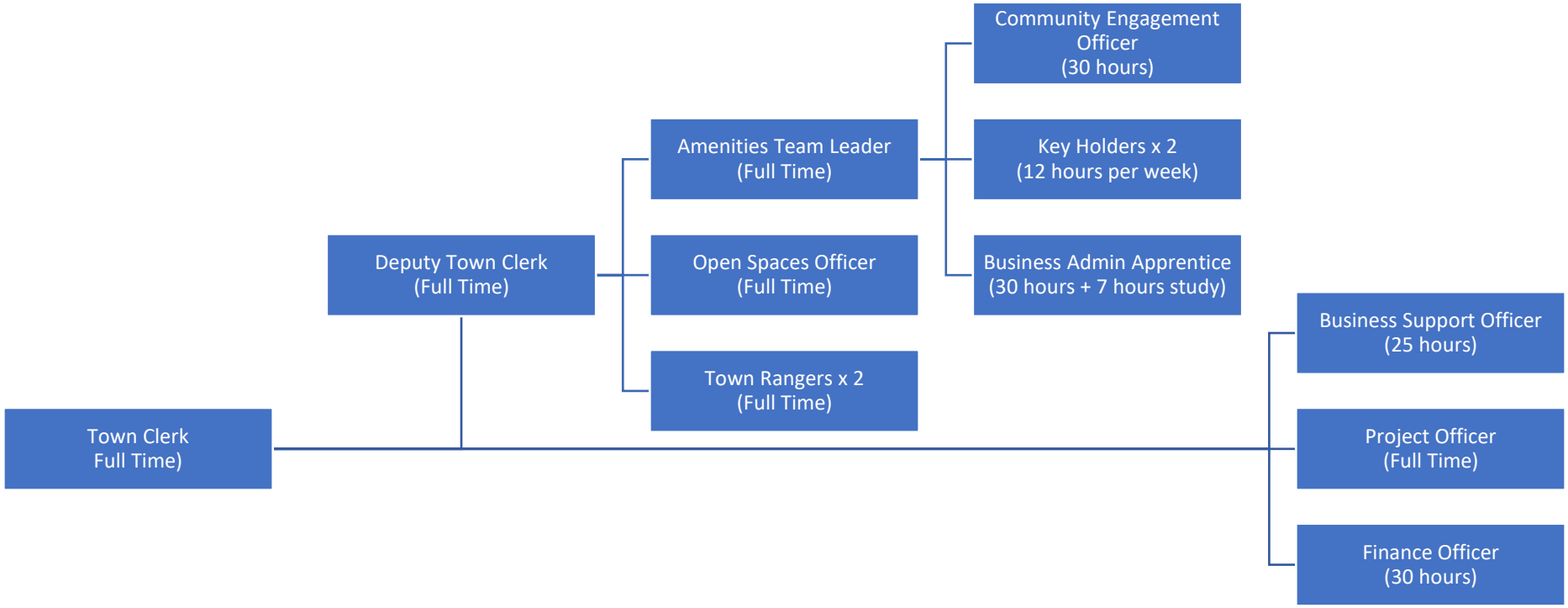
Stotfold Town Council – Committee Structure



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 particular 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 a motivated and flexible individual to join our small, friendly team as a Business Services Officer. This varied and rewarding role is ideal for someone who enjoys working with people, is confident with administration, and has a genuine interest in local communities.

You'll be the first point of contact for visitors to our office – providing a warm welcome and helpful support to residents, councillors, and community partners. You'll also play a key role in supporting the Mayor's civic responsibilities and provide day-to-day administrative assistance to the Town Clerk.

We're looking for someone who:

- Has excellent communication and organisational skills.
- Is confident using Microsoft Office and general office systems.
- Can manage multiple priorities with accuracy and discretion.
- Enjoys working with the public and being part of a small, committed team.

In return, we offer a supportive working environment, training and development opportunities, and a role that truly makes a difference in the community.
Some evening and occasional weekend work will be required to support civic and council events (with time off in lieu).

How to Apply

For an application form and recruitment pack, please email 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 Wednesday 3 September 2025, 12 noon.

Interviews will be held on Wednesday 17 September 2025.

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 Support Officer

Reports to: Town Clerk

Salary: £28,163 - £30,060 (SCP 13-17) per annum

Hours: 25 hours per week, increasing to 37 hours per week from April 2026

Job Purpose

To provide high-quality administrative support across the Council's operations, with a particular focus on:

- Acting as the first point of contact in the Town Council offices, ensuring a professional and welcoming service to all visitors and enquirers.
- Supporting the civic role of the Town Mayor, including diary management and event organisation.
- Providing administrative support to the Town Clerk to help ensure the efficient running of council business.

This role supports the smooth and professional functioning of the Council's front-of-house and internal operations.

Key Responsibilities

1. **Customer and Office Services**

- Staff the Council's reception desk and main telephone line, dealing promptly and courteously with all enquiries from residents, councillors, contractors, and visitors
- Manage room bookings and hire arrangements for council-owned premises
- Keep front-of-house areas tidy, welcoming, and accessible at all times
- Monitor and order civic supplies and merchandise as required

2. **Mayoral and Civic Support**

- Coordinate the Town Mayor's diary, including scheduling engagements and preparing briefing materials
- Liaise with event organisers, community groups and councillors regarding mayoral engagements
- Draft and send correspondence on behalf of the Mayor and maintain records of engagements
- Provide administrative support for civic events such as the Annual Civic Service and support the Community Engagement Officer in the organisation of Remembrance Sunday
- Organise and coordinate additional Town Mayor charity fund raising events
- Maintain accurate records of gifts, donations and hospitality received in line with Council policy

3. **Town Clerk's Office Support**

- Assist the Town Clerk with day-to-day administrative tasks, including document preparation, proof-reading, meeting planning, and project tracking
- Support the delivery of council services and projects, maintaining communication and administrative links across teams
- Assist with HR administration as required

4. Other Duties

- Support the promotion of Council services, including updating website content and community noticeboards where required
- Maintain accurate data records in accordance with the Council's Data Protection Policy
- Provide flexible support across the wider administrative team to meet changing demands
- Attend occasional evening meetings and weekend events, with time off in lieu provided
- Undertake training and development to enhance skills and contribute to the Council's objectives
- 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.
- Attending training courses and seminars that support the role, and that contribute to personal and professional development.
- Keeping updated records of time, annual leave, and travel, and mileage reclaims.
- Performing any other relevant duties which may be assigned from time to time by the Council.

Business Support Officer

Person Specification

Attainments	Competency	Essential	Desirable
Education and Qualifications	Good general education including GCSEs or equivalent in English and Maths.	✓	
	Vocational qualifications in business administration or customer service.		✓
Work Experience	Proven experience in an admin support role or customer facing role.	✓	
	Previous experience in a local government setting or a similar public sector environment.		✓
	Familiarity with basic office health and safety practices.	✓	
	Experience of arranging events or managing diaries.	✓	
	Experience of supporting civic or elected member functions.		✓
Skills	Strong organisational abilities with a keen attention to detail and the ability to prioritise and manage multiple tasks efficiently.	✓	
	Excellent written and verbal communications skills with the ability to communicate.	✓	
	Proficient use in MS Office and other relevant software applications.	✓	
	Ability to work discretely with sensitive and confidential information.	✓	
Personal Qualities	Ability to work collaboratively within a team, supporting colleagues and contributing to a positive working environment.	✓	
	Proactive and initiative-taking, with the ability to take initiative and work independently.	✓	
	Ability to work effectively in a fast paced and dynamic environment, adapting to changing priorities and deadlines.	✓	
Other	Clean driving licence.	✓	
	Ability to work evening meetings if required.	✓	
	Ability to work weekends to support civic functions.	✓	

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 and the provisions of the National Association of Local Councils and the Society of Local Council Clerks Conditions of Service for Clerks of Local Councils or as amended by the Council.

Salary

The salary is in the range of Salary Scale £28,163 - £30,060 (scale 13-17).

Working Week

This role will initially be a 25 hour per week role, and these hours can be over 4-5 days. The role will increase to full time from 1 April 2026 and this is non-negotiable. Because of the customer facing role, hybrid work is not offered for the position.

Standard Council working days are Monday to Friday and the core office hours are 10 am to 4.00pm with a 30-minute lunch between12.00pm and 2.00pm. In addition, attendance at occasional evening or weekend events and functions which will be included in your core hours. The Council has a Flexible Working Policy to accommodate working additional hours and overtime will be paid, provided it has been approved by your line manager in advance.

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 the Council's chosen pension scheme, and more information will be provided to you as part of your joining pack.

Probation

6-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 20th 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, 1 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 three 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	Wednesday 3 September 2025, 12 noon.
Shortlisted candidates' invitation to interview	by Friday 6 September 2025.
Formal interviews	Wednesday 17 September 2025

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 12 noon on Wednesday 3 September 2025 to recruitment@stotfoldtowncouncil.gov.uk or via 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 Wednesday 17 September 2025. The interviews will be structured to assess your competence and suitability for the post and may require some form of aptitude test.

Please note the above date.

If you unable to attend this interview date if shortlisted, please advise when completing your application form. It is expected that you will be advised by Friday 6 September 2025 if you have been selected for interview.

Appointment and Commencement

It is anticipated that the successful candidate will be notified on or around 19 September 2025, with a commencement date depending on the successful candidate's notice period.

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.