



LOUTH TOWN COUNCIL

FRONT DESK ADMINISTRATOR

JOB APPLICATION PACK

Application Pack Contents

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LOUTH TOWN COUNCIL

JOB DESCRIPTION

Job Title: Front Desk Administrator	Hours: 15 per week	Salary: £9,590 Pro rata	Reports to: Town Clerk
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Work place: Usually The Sessions House but will be expected to maintain notice board contents, take letters for posting, make retail visits, make Cemetery visits, occasionally visit other Council sites, assist the Mayor and undertake training, as necessary.

Main purpose: To be responsible to the Town Clerk and undertake reception duties such as meeting and greeting customers, answering the telephone, directing calls, taking messages, signposting to other authorities and services, social media posts and website maintenance, day to day office tasks, Civic (Mayoral) administration including assisting with the organisation and implementation of events (please note this may involve some out of hours, evening and weekend work) and cover for Cemetery administration, as required.

Specific Responsibilities: (This is not intended to be an exhaustive list but is indicative of the type and level of duties that the post holder will be expected to undertake):

1. To work closely with the Town Clerk to ensure that all aspects of Council administration is done efficiently and effectively and supports the agreed aims and objectives of the Council.
2. To provide reception services on a day to day basis, answering the telephone, directing calls, taking messages, signposting to other authorities and services, meeting and greeting customers, replying to/redirecting emails.
3. Keep the reception area clean and tidy at all times and ensure other rooms, such as the Court Room and Members Room are organised appropriately for meetings/use.
4. To advise members of the public within guidelines as agreed with the Town Clerk, maintaining a courteous, professional and helpful manner at all times.
5. To carry out general clerical duties on a day to day basis such as processing mail, typing, scanning, photocopying, filing and banking.
6. To oversee the Council's social media presence, making posts, assisting with the maintenance of the Council's website.
7. To maintain appropriate stock levels of all consumable material and to re-order from suppliers as necessary.
8. To deal with the correspondence of the Mayor, maintain the Mayoral diary, assist with/organise events and liaise with the press. Liaise with the Mayor's Serjeant and Mayor's Chaplain, caterers, the church, other Councils, etc., as required. (This may involve occasional out of hours, weekend and evening attendance at events).
9. Work with the Mayor's Serjeant to ensure Civic Regalia e.g., robes and chains are ready and in good order for use.
10. To provide cover for cemetery administration when necessary.
11. To assist with the preparation of agendas for meetings and associated papers and reports, including but not limited to: printing, collation, enveloping and dispatch.
12. To ensure weekly office cover is in place.
13. To attend Council organised functions, as required, to assist with marshalling etc.
14. Assist with the organisation of Council run competitions.
15. To undertake training as required by the Town Clerk or Council.
16. To deliver Council projects or tasks as decided by the Town Clerk.
17. To undertake other duties commensurate with the post as required from time to time by the Town Clerk.

LOUTH TOWN COUNCIL

PERSON SPECIFICATION

Requirement	Essential/Desirable
Skills	
Monitoring/prioritising workloads to achieve targets	Essential
Able to work on their own initiative and effectively as part of a team	Essential
Able to work accurately under pressure and meet deadlines	Essential
Ability to follow administrative procedures, understand and follow instructions	Essential
Good communication skills both verbal and written	Essential
Ability to deal with confidential, bereavement and sensitive issues with tact and discretion	Essential
Experience of dealing with members of the public	Essential
Secretarial, numeracy, monetary, ICT skills	Essential
Time management	Essential
Knowledge	
Office procedures	Essential
Data protection	Essential
Health and Safety	Essential
An understanding of Local Government policies and procedures	Desirable
Financial procedures	Desirable
Experience	
Relevant experience in an office environment	Essential
Use of computers and office machinery	Essential
Use of software (Microsoft Office)	Essential
Experience of answering enquiries and dealing with customers	Essential
Experience of working as part of a team	Essential
Qualifications	
NVQ II and / or NVQ III Business Admin or equivalent	Desirable
RSA II Typing/Word processing or equivalent	Desirable
Personal Qualities	
Responsible, reliable, dependable, trustworthy	Essential
Confident in own ability and knowledge with a mature manner	Essential
Smart and presentable, when required	Essential
Flexible to demands of the job including willingness to work evenings/weekends/cover absence	Essential
Conscientious and self-motivated	Essential
Sympathetic to others and able to behave sensitively	Essential
Willingness to learn, undertake training and progress upwards within the Council	Essential
Treats everyone fairly and in a non-discriminatory way	Essential
Able to follow instructions and procedures	Essential
Hold Driving Licence	Desirable

Candidates confirm that they will:

- Take care of their own safety and that of others
- Comply with all policy, procedures and instructions
- Maintain confidentiality
- Operate with a high level of customer care
- Undergo any training or instruction to enable them to work competently and safely
- Do not do anything that is likely to bring the Council into disrepute or will place themselves in conflict with Council Policy and Procedures
- Have a flexible approach to ensure the office is covered and deadlines are met.

CONTRACT OF EMPLOYMENT

This document sets out your main terms and conditions of employment. It includes the written particulars required by the Employment Rights Act 1996. The National Agreement on Pay and Conditions of Service of the National Joint Council ("the NJC") for Local Government Services ("the Green Book") applies to your employment save as amended by this contract.

Name of Employer: Louth Town Council referred to as '**the Council**' '**us**' or '**we**' or '**our**'
Address of Employer: The Sessions House, Eastgate, Louth, LN11 9AJ

Name of Employee: **[Insert Name]** referred to as '**You**'
Address of Employee: **Insert Address of Employee]**
(Please advise us of any change of name and/or address in writing).

Dated: **[Insert the date when this document is given]**

Your employment with the Council is governed by the terms and conditions contained in this agreement which starts from the start date and which supersedes all other agreements whether in writing or otherwise.

This agreement incorporates the provisions contained in any correspondence from us offering you employment and our staff policies. You will comply with any rules, policies and procedures set out in the staff policies. If there is any conflict between the terms of this agreement and the provisions of our staff policies, which do not/which do form part of your contract of employment, the terms of this agreement shall prevail. We reserve the right (to be exercised reasonably) to amend the terms of this agreement and the contents of the staff policies.

1. DATE AND DURATION OF EMPLOYMENT

Your employment under this contract will begin on **[insert date when these terms commence]** and will continue, subject to the remaining terms of this agreement, until terminated by either party giving the other the required notice as set out in this contract.

2. CONTINUOUS SERVICE

For the purposes of entitlements to annual leave, sick pay arrangements, and maternity arrangements, continuous service includes continuous previous service with any public authority to which the Redundancy Payments (Continuity of Employment in Local Government etc.) (Modification) Order 1999 applies.

Your employment under these terms will begin on **[insert start date for this contract]**. Your previous service, starting on **[insert continuous service start date]** counts towards your continuous service with the council.

3. JOB TITLE

You are employed as a **Front Desk Administrator**.

4. DUTIES

You are expected to perform all duties which may be reasonably required of you as set out in the attached job description.

The list of duties in the job description is not contractual and not to be regarded as exclusive or exhaustive. The Council may, at its discretion, require you to perform additional or other duties (commensurate with the grade of

your post), either instead of, or in addition to, your normal duties; and may make minor amendments to your job description. Where substantive changes are to be made this would be by agreement and after consultation with you.

The Council requires the highest standards from you in your performance at work and your general conduct and in particular you must:

- i. unless prevented by incapacity, devote the whole of your working time, attention and abilities to the business of the Council;
- ii. diligently, honestly and ethically perform such duties as may from time to time be assigned to you by the Council;
- iii. conduct your personal and professional life in a way which does not risk adversely affecting the Council's standing and reputation;
- iv. comply with all reasonable and lawful directions given to you by the Council;
- v. report your own wrongdoing and any wrongdoing or proposed wrongdoing of any other employee to your Line Manager immediately on becoming aware of it.
- vii. consent to the Council monitoring and recording your use of the Council's electronic communications systems for the purpose of ensuring that the Council's rules are being complied with and for legitimate business purposes.

The council reserves the right to make reasonable changes to any of your terms of employment. You will be notified in writing of any change as soon as possible and in any event within one month of the change.

5. PLACE OF WORK

You will be based at the office, The Sessions House, Eastgate, Louth. The council require you to work from the office for 5 days per week.

You may be required to work elsewhere within a reasonable travelling distance either temporarily or permanently in order to properly perform your role.

During your employment with us you may be required to travel in order to undertake training, attend meetings, oversee civic events etc. You will not be required to work outside of the United Kingdom.

6. WORKING HOURS

Your normal working hours total 15 per week and are worked from Monday to Friday from 10am to 1pm.

We reserve the right to amend these hours as may be reasonably required subject to consultation with you.

7. PROBATIONARY PERIOD

The first 6 months of your employment with us will be a probationary period. During the probationary period, your performance and suitability for continued employment will be monitored. We may, at our discretion, extend the probationary period and will provide you reasons for doing so.

At any time before your probationary period has been completed, either you or we may bring your employment to an end by giving one weeks' notice (unless termination without notice is appropriate). We may decide to pay you in lieu of notice.

At the end of the probationary period or soon after, your performance will be reviewed and we will write to you to tell you if your probation has been successful or not. You will remain on your probationary period until you have received this written confirmation. Once the probationary period is successfully completed, you will be confirmed in your role.

8. TRAINING

During your employment, we will provide ongoing training, as identified, to support you in your role.

9. PAY AND BENEFITS

Your salary is £23,656 per annum being the current salary point 2 within the Local Council scale for staff other than clerks as set out in the National Agreement on Salaries and Conditions of Service of Local Council Clerks in England and Wales. The pro-rata salary is £9,590 p.a.

Subject to satisfactory performance, you will progress automatically through the range for staff other than clerks by annual increments until you reach the maximum salary in the range (currently scale point 5). Your first increment will be payable on 1st April 2026 and thereafter on the 1st April each year until you reach the maximum of the scale. The Council may withhold an increment if it is considered that performance fell below the level expected, following an annual appraisal, or award an additional increment for exemplary performance if it chooses to do so.

Your salary will be payable monthly in arrears on or about the 28th of each month directly into your bank or building society. Each instalment will include payment for the calendar month in which payment is made.

If you work more than your normal working hours, then subject to the Council's approval, you will be reimbursed at the appropriate NJC rate for these hours or you may take time off in lieu at a time to be agreed between you and the Council.

10. DEDUCTION OF WAGES

If you owe us money at any time, you authorise us to deduct any sums due to us from your salary including, without limitation, any over payment of salary; any advances or loans we have made to you; a day's or part day's pay for each day or part day of unauthorised absence. "Unauthorised absence" is not turning up for work unless your absence is due to genuine sickness and you have notified us as set out in this contract; leave for which prior permission has been granted; genuine reasons outside your control which are acceptable to us.

If you owe us money when you leave and your final salary payment is not enough to cover the whole amount owed, you will be required to repay the outstanding amount due to us within one month of leaving us.

11. EXPENSES

The Council will reimburse you when additional expenditure for travel, meals or overnight accommodation is incurred in the performance of the Council's business, provided the expenditure has been authorised in advance, receipted and approved in accordance with the Council's expenses policy. You shall abide by our policies on expenses as communicated from time to time.

Mileage payments at the NJC rate in force will be paid as long as they are approved by the Council. Please see the current rates below, unless otherwise updated by an updated agreement.

Essential Users	451-999cc	1000-1199cc	1200-1450cc
Lump sum per annum	£846	£963	£1,239
Per mile first 8,500	36.9p	40.9p	50.5p
Per mile after 8,500	13.7p	14.4p	16.4p

Casual Users	451-999cc	1000-1199cc	1200-1450cc
Per mile first 8,500	46.9p	52.2p	65.0p
Per mile after 8,500	13.7p	14.4p	16.4p

Home Working Allowance – Where you are required to work from home we will pay a home working allowance at the tax-free value set by HMRC as in force at the time. In the event that you choose to work from home, the allowance is not payable for any such period of time.

12. HOLIDAY ENTITLEMENT AND PAID LEAVE

Our holiday year runs from 1st April to 31st March and your holiday accrues monthly. If your employment starts or ends part way through a holiday year, we will pro-rata your entitlement during that holiday year.

Full time staff are entitled to 23 days annual leave, plus bank holidays and 2 additional (statutory) days (25 days plus bank holidays). An increase of 3 days is applied following 5 years' continuous service (28 days plus bank holidays). We will pro-rata that figure where necessary so that your holiday entitlement is in proportion to your working time during the relevant holiday year.

If we need you to work on one of those bank holidays, you will be able to take your holiday on a different day.

You should usually give at least two weeks' notice when requesting annual leave and normally give notice of at least one month before taking leave of one week or more. Requests for annual leave must be made to the Town Clerk. The dates of your annual leave require the prior written agreement of the Town Clerk.

Annual leave must be taken at times agreed with the Town Clerk your Manager. You may carry forward up to 5 days' leave into the following leave year, subject to the approval of the Town Clerk. You may be able to carry additional days where you have been prevented from taking it in the relevant leave year because you have taken maternity, paternity, adoption, parental or shared parental leave, or if you have been on long term sick leave.

Holiday taken without our prior approval will be treated as unauthorised absence and may lead to disciplinary action.

Holiday pay is calculated on the basis of your current rate of pay. Where you work variable hours or if you receive commission payments/overtime/travelling-time allowance, then a day's pay will be calculated on the average pay in the previous 52 weeks.

You will have no entitlement to any payment in lieu of accrued but untaken holiday except when your employment ends.

If, when your employment ends, you have taken more holiday (including bank holidays) than you have accrued in that holiday year, we will deduct the equivalent amount of pay from any payments due to you. If this amount

is in excess of your final pay, you will be required to repay the outstanding amount due to us within one month of the end of your employment.

If you or we have served notice to end your employment, we may require you to take any accrued but unused holiday during your notice period.

Details of all other types of paid leave that you may be entitled to including Maternity, Paternity, Adoption and Shared Parental Leave, can be found in the [Staff Handbook/council policies].

13. PERFORMANCE AND DEVELOPMENT REVIEW

You will receive an annual performance and development review

14. ABSENCE FOR SICKNESS OR INJURY, AND SICK PAY

You must follow the procedure set out in the Council's sickness absence policy. This policy is non-contractual and may, at our discretion, be updated or amended from time to time.

If you are going to be off work because of sickness or injury you must telephone the Town Clerk giving the reason for non-attendance, by your usual start time on each day of absence. If you are unable to notify personally due to the nature of the illness, someone else may make contact on your behalf. It is your responsibility to ensure we are notified. Failure to do so may result in sick pay not being paid and may result in disciplinary action.

A self-certification system operates for absences from work due to sickness or injury not exceeding seven days (including weekends and other non-working days). Immediately on your return to work you must complete and return a self-certification form.

For sickness or injury absence exceeding seven days (including weekends and other non working holidays) you must provide us with a Fit note (from your doctor or consultant) on your return to work. However, if your absence is ongoing, you are expected to post your Fit note to us upon receipt or alternatively to send us a photograph of both sides of the Fit Note, with the original to follow.

All sickness or injury absence will be entered on your employment record.

Occupational Sick Pay

Any sickness absence taken is paid in line with our contractual sick/injury pay scheme (inclusive of SSP) which provides payment during periods of certificated sickness as follows:

- During 1st year of service 1 months full pay, and (after 4 months' service)
• 2 months half pay
- During 2nd year of service 2 months full pay, 2 months half pay
- During 3rd year of service 4 months full pay, 4 months half pay
- During 4th & 5th year 5 months full pay, 5 months half pay
- After 5 years service 6 months full pay, 6 months half pay

Occupational sick pay shall be inclusive of any statutory sick pay due in accordance with applicable legislation. SSP and occupational sick pay are subject to the usual deduction for PAYE, National Insurance, pension contributions etc.

15. PENSION

We will comply with our auto-enrolment duties under Part 1 of the *Pensions Act 2008*. If you are an eligible job holder, you will be automatically enrolled in our auto-enrolment scheme. Further details of the scheme are available from the Town Clerk or www.wypf.org.uk.

16. GRIEVANCE PROCEDURE

If you have a grievance relating to your employment, you should raise this with the Town Clerk in the first instance (or their manager where a grievance relates to your immediate manager). If you are unable to resolve your grievance informally, the full grievance procedure is contained within the council's policies. The Grievance procedure is for guidance only and does not form part of the contract of employment.

17. DISCIPLINARY RULES AND PROCEDURE

Our disciplinary procedure and rules can be found within the council's policies. If you wish to appeal against a disciplinary decision you should set out your reasons in writing. We will tell you (usually in the disciplinary decision letter) who your appeal should be sent to, and the timeframe for doing that. The procedure is for guidance only and does not form part of the contract of employment and may be amended from time to time.

The list of rules is not to be regarded as exclusive or exhaustive and these may be added to, amended or deleted at any point. Any breach of disciplinary rules will normally result in disciplinary action.

We may impose one or more of a range of potential sanctions under our disciplinary policy. These include a warning or an extension of a warning, dismissal, a change of duties, or redeployment to another role (at the same or lower level – including demotion with a reduction in salary).

18. NOTICE

During your probation period, you are entitled to be given and required to give 1 weeks notice in writing to terminate your employment for any reason. On completion of your probationary period, you are required to give 1 months notice in writing.

Notice given by us will be 1 month following your probationary period and increase to 5 weeks notice after 5 years continuous service and thereafter by one week for each additional year of continuous employment up to a maximum of 12 weeks for 12 years' service.

The statutory position is

- 1 month to 2 years – statutory notice is 1 week
- 2 to 12 years – statutory notice is 1 week for each full year they have worked (i.e. 5 weeks' notice after 5 years' service)
- 12 years or more – statutory notice is 12 weeks

If you have not provided the required notice in writing, we may withhold pay for notice unworked due under your contract, but not paid. Anything owed to us will be deducted from your final salary.

19. PAY IN LIEU OF NOTICE

Instead of requiring you to work your notice, we may decide to pay you in lieu of notice, bringing your employment to an end there and then.

Your payment in lieu will be made up of your net basic salary for the notice period less tax and NI contributions. Any payment in lieu will not include any payments such as any payment in respect of benefits; and any payment in respect of holiday entitlement that would have accrued during the notice period.

20. OBLIGATIONS ON TERMINATION

On termination of your contract with us, you will:

- i. Immediately return (or arrange to be collected) all property and information belonging to us in your possession or under your control, including but not limited to login details and passwords for internal databases and IT systems or externally held software, apps, databases, websites etc.
- ii. Irretrievably delete any information relating to us which is in your control outside our premises.
- iii. If requested, provide a signed statement that you have fully complied with your obligations under this clause together with such reasonable evidence of compliance that we may request.

21. WORK DURING NOTICE PERIOD / GARDEN LEAVE

We may decide to put you on Garden Leave for some or all of your notice period. Garden Leave means that you should not come into work, but you remain employed and entitled to your contractual benefits and subject to your contractual obligations (apart from the requirement to carry out work).

We will write to you at the time to confirm the rules that will apply to you during Garden Leave. This may include a rule preventing you from working elsewhere or for yourself, during your contracted hours to the Council, unless we agree to that in advance.

22. HEALTH AND SAFETY

You have a duty to ensure the health and safety of yourself and others. You must also co-operate with the Council so that it can comply with its health and safety obligations.

You will be given a copy of the Council's Health and Safety Policy.

It is important that you familiarise yourself with your responsibilities.

Breach of these requirements may result in disciplinary action being taken against you in accordance with the disciplinary procedure, which may result in your dismissal.

23. CONFIDENTIALITY

During your employment you will have access to and will use and otherwise handle 'Confidential Information' to do your job properly. By 'Confidential Information', we mean any information or matter about the business or affairs of the Council or any of its business contacts, or about any other matters which may come to your knowledge in the course of your employment, and which is not in the public domain or which is in the public domain as a result of your breach of this agreement. It may, but will not necessarily, be in a recorded format (usually hard copies or electronically).

You must not (unless in the proper course of your work and/or with our express prior authorisation or in the situations outlined in this clause) use Confidential Information, make or use copies of Confidential Information, or disclose Confidential Information to anyone or any entity. That obligation applies during your employment and after it has ended.

You must do everything reasonable to protect Confidential Information and must tell us straightaway if you know or suspect that Confidential Information has been leaked and/or is being used outside our organisation or

inappropriately inside our organisation. You should not make assumptions about sharing of confidential information with other employees. If in doubt, you should consult your line manager.

All Confidential Information belongs to us, and you must return it (including copies) to us when requested during your employment or when your employment ends. You will need to confirm that you have safely and securely deleted all versions and copies. We may withhold any salary or other sum due to you until such time as all confidential information has been returned to us.

These provisions on Confidential Information do not affect your right to make a protected disclosure as defined by the *Employment Rights Act 1996* (see our Whistleblowing Policy), or your duty to disclose Confidential Information if the law or a regulatory obligation requires that.

24. DATA PROTECTION

As part of our administrative and management processes, the Council will need to collect and process personal data relating to you in accordance with data protection legislation in force at the time. Details of what we will collect and process are set out in the Data Protection Policy and our 'Employee Privacy Notice'.

You must familiarise yourself with our Data Protection Policy and comply with the Council's data protection policy when handling any personal data in the course of your employment. If you do not comply with it, we may treat that failure as a disciplinary issue and, in serious cases, gross misconduct.

25. COUNCIL PROPERTY

During your employment you will have access to, and use of, various documents, manuals, hardware and software provided for your use by the Council. These and any data or documents (including copies) produced, maintained or stored on the Council's computer systems or other electronic equipment (including mobile phones), remain the property of the Council.

You may also be given the use of other facilities owned by the council including but not limited to mobile phone, laptop/desktop computer, keys, social media accounts.

You must take good care of all Council property that is in your possession and/or under your control and use it for agreed and lawful purposes only. If, because of your misuse or carelessness the property is lost, stolen or damaged, we may deduct from your pay some or all of the cost of repair or a replacement.

We may, at any time during your employment, and will on termination, require you to return all Council property (including social media account details, or any computer or online passwords) to us. You must do so on your last working day or as soon as possible as agreed with the Council.

If you are placed on Garden Leave, we will usually require you to return all our property before your Garden Leave begins.

26. MATERNITY, PATERNITY, ADOPTION AND PARENTAL ARRANGEMENTS

Your entitlement to maternity/paternity/adoption/shared parental leave and pay is as set out in the relevant legislation and in the Green Book.

27. REFERENCE DOCUMENTS

The National Agreement on Pay and Conditions of Service of the National Joint Council ("the NJC") for Local Government Services ("the Green Book") applies to your employment save as amended by this contract.

Further information regarding your employment is contained within the Council's policies. These cover policies such as Health and Safety, Equalities, the Grievance Procedure, Disciplinary Procedure and Disciplinary Rules. You must comply with the Council's policies.

28. CHANGE TO TERMS AND CONDITIONS OF EMPLOYMENT

This agreement sets out everything we have agreed. You and we are entering into it on the basis that no discussions we have had, representations made, previous agreements reached, or understandings we have come to are relevant to this agreement, or are to be relied on, unless they are recorded in it.

Care has been taken to prepare this agreement, and neither you nor we will have a claim for innocent or negligent misrepresentation or negligent misstatement in respect of its contents (but that doesn't exclude liability for fraud).

This contract may be altered by us in writing at any time after the date of signing and after consultation with you.

Where changes to the terms set out in this statement occur by agreement (negotiation) with you, you will be informed of these by means of a written statement of change which you will be issued within one month of the change. Changes to non-contractual policies, rules and procedures will be notified to you with one month's notice.

I have read and understood the above clauses and accept the offer of employment on these terms.

SIGNED

DATE

.....
for and on behalf of Louth Town Council

I accept the terms and conditions of my employment as set out above.

SIGNED

DATE

.....
Employee

Louth Town Council Information



The following subjects are covered in this handout which relate to Louth Town Council and may not be relevant to other parishes:

- Louth Parish Wards and Councillors,
- Louth Town Council Meeting Place,
- Louth Town Council Committee System,
- Louth Town Council Meeting times and dates,
- Louth Town Council Councillors Allowances,
- Louth Town Council Governing Documents,
- Louth Town Council - Council Meetings,
- Louth Town Council Assets,
- Louth Town Council as a Consultee,
- Louth Town Council Working in Partnership,
- Louth Town Council as an employer,
- Louth Town Council Annual Meetings and Annual Return,
- Louth Town Council Budgets,

Louth Town Council (LTC) has three councillors for each of its seven wards (areas within Louth), East Lindsey District Council also has one Councillor for each ward except the Priory and St. Jame's Ward where it has 2 and Lincolnshire County Council has 2 Councillors who cover the town. County Council elections last took place in 2021 and will take place again May 2025. Town (Parish) and District Elections took place in 2023 and are scheduled for May 2027. Residents within any area of Louth could have as many as five Councillors to represent them and help resolve issues, there is also a Member of Parliament covering Louth, Mablethorpe and Horncastle and surrounding rural areas. Some Councillors may be members of more than one tier of authority which reduces the number of councillors available to electors but can assist more flexibly where an issue might fall under more than one authority such as drainage or flooding.

Louth Town Council operates from premises purchased in 2011 at The Sessions House, Eastgate which enables the Town Clerk and Councillors to offer a very flexible accessible service to electors and to house valuable town assets. The Sessions House public areas include a large meeting space, in the former court room, The Foyer housing public displays and information and a small office where the Town Clerk's Assistant operates from. The Parish Notice Board is located outside the building adjacent to the ramped access to the entrance door and with all public areas on the ground floor ensures all ability access to all facilities. The remainder of the building houses an office for the Town Clerk and Office staff and storage areas for archive records, art works and all materials supporting all town Council activities. LANALS (Louth Museum) also have storage facilities within the building.

Louth Town Council operates a Committee system which currently comprises Planning, Governance and Finance, Community Resources and Personnel. The Town Council has an Annual meeting each year at which the first agenda item must be the Election of a new Chairman, followed by the same for the Vice Chairman. As we are a town, in Louth, the Chairman and Vice Chairman may also be known as the Mayor or Deputy Mayor respectively; there is no difference in these roles although the Mayoral term may be more associated with civic and public duties, however, neither have any more powers than any other Councillor who is elected to serve Louth.

Council meetings in Louth are usually held on Tuesday evenings with a public forum commencing at 6.45pm and meetings at 7.00pm and there may be any combination of different Council or Committee meetings on any evening. The meetings schedule for the year is usually prepared and approved in the March preceding the new Council year in May, this allows for forward planning to ensure that important deadlines are achievable and for staff and councillors to pre plan holidays. Meetings are scheduled to assist in meeting timescales and to accommodate bank holidays. The meetings schedule has to be approved again at the annual meeting in May. The Town Clerk distributes general information, community publications or other authority press releases which is usually done by email and for those who do not have internet access they can be viewed at the office or in hard copy.

Each Committee is re-established at the Annual meeting together with its membership (number of councillors), remit and delegated powers to act on behalf of the council on specified matters such as decisions on planning applications. In 2024/25 council year members voted once again for every Committee (except Personnel) to comprise 100% of councillors. This enables all Councillors to be involved in discussions on all matters and for members to take on the opportunity of being a committee chairman or vice chairman in perhaps a specialist area such as Finance. This system means that all Councillors are required to attend almost all meetings; other Councils may operate committees with fewer numbers and therefore attend on fewer meeting dates. There are some important functions of the council that are covered by strict legislation but most other things can be altered within governing documents. The Committees are also supported by smaller working groups such as Planning, Floral, and Finance, some meet regularly others operate on a task and finish basis.

Councillors Allowances

Louth Town Council considered the payment of an allowance to its members as part of the budget setting exercises for 2024/25 and agreed to continue paying no allowance. The exception to this is the Mayoral Allowance, currently standing at £550 per annum which is used towards the travel expenses of carrying out the civic role.

There are three main governing documents of the council, which is a corporate body, and they are further supported by detailed policies:

They can be found at <https://www.louthtowncouncil.gov.uk/council-documents/>

Standing Orders - are based on a model provided by the National Association of Local Councils (NALC) this lengthy document governs how the council operates within the bounds of legislation, tailored for Louth Town Council. The document is amended as required when new legislation is issued, or when the need arises and is reviewed and adopted every year.

Financial Regulations – also based on model documentation from the National body in accordance with government legislation again tailored where possible for the way that Louth Town Council operates, amended when required and adopted annually. The regulations impact on how the Responsible Financial Officer (RFO) and Auditor function and how the council reduces risk by imposing and monitoring internal controls. The current RFO for Louth Town Council is the Town Clerk, however some councils use a separate employee or external service, and the current internal audit arrangements are via a quadripartite arrangement with Mablethorpe and Sutton, Alford and Skegness Town Councils.

Code of Conduct – this applies to Councillors and advises on how they are expected to act whilst carrying out their role and the consequences if not followed. Louth Town Council has no formal governance regarding a dress code for Councillors, which may range from conventional to characterful; however, members are encouraged to observe standards which the public could expect of their elected member.

Every council will operate within this framework but in quite different ways that suit the locality, character and aspirations of the community. For example Louth Town Council has a very traditional civic history and routinely incorporates robed town council meetings, civic parades and church services within the council year which councillors are expected to participate in and assist in as a corporate body. Louth also has a Conservation Area and many Listed Buildings which means that additional planning policies have to be observed by the planning authority when applications are received. Louth Town Council is also the guardian of historic assets such as Brown's Panorama, Town Charters and many other art works and valuable items which whilst not a council function they all have to be cared for appropriately and safeguarded for the town.

Council Meetings -

Every meeting of the council has a chairman who applies Standing Orders to ensure that all matters are debated correctly ensuring that fair and informed decisions are made. The Town Clerk and secretary make notes during the meetings, which are also recorded, ensuring that due process is followed and ultimately produce the minutes and carry out the

actions resolved upon. Unless a councillor declares an interest which means they cannot vote, every councillor can vote, if they so wish, on every decision. The Town Clerk will also produce the agenda and formulate reports to inform councillors before decisions are made. National legislation determines that Councillors must receive their agenda with 3 clear days (excluding Sundays) to allow time to research items. The Town Clerk issues the agenda not later than Thursday for the following Tuesday meeting, delivery is by email. Councillors are summonsed by the Town Clerk to attend the meeting which means that they should make every effort to attend. Whilst apologies for not being able to attend are reported to the Council or Committee they do not currently count against disqualification for non attendance. The agenda is also posted on the Parish Notice Board, placed on Louth Town Council website. There is no set seating arrangement for councillors at council meetings, although in reality a pattern is usually formed through similarities or preferences. There may be several meetings on a 'Council Night' although Standing Orders prohibit a session exceeding 3 hours, including Public Forum, at which point any outstanding business will be deferred to the next scheduled meeting or an extraordinary one can be called if urgency is required.

Assets –

Most councils' have assets, some being materially more valuable than others. This can depend on how allocations took place in 1974 with the re-organisation of local government when Louth Town Council and East Lindsey District Council evolved. There are risks and liabilities associated with assets and these are safeguarded against by internal controls and risk assessments undertaken by the Finance Overview group, who report to the Governance and Finance Committee.

- Cemetery – opened in 1855 and has approaching 30,000 burials within the 23 acres that it covers. Louth Town Council is the burial authority for the cemetery and as such sets the regulations which controls the type of burials, memorials and health and safety aspects. The council employ a maintenance team of two who amongst tasks look after all maintenance aspects of the cemetery including grave digging, memorial testing, hedge trimming, grass cutting and parking enforcement, an external contractor is used seasonally to cut grass in the larger and open areas. The Community Payback Team also has a regular presence on the site and with the use of a grant from a local funding body has created a wildflower meadow and orchard. Burials have reduced in popularity and currently number around 65 a year comprising full burials and the interment of cremated remains. There is office input to the granting of permissions for burials and erection of memorials and for the recording of the burial details for posterity. Family history searches have become more popular and feature regularly both at the cemetery and research using burial records. Louth Family History Society completed an exercise of electronically transcribing all of the manual records to assist all involved. Recycling of green waste is encouraged within the cemetery which is then composted and recent additions are wildflower areas, bluebell walk and Meridian Orchard. The cemetery fees have been set to reduce the level of subsidy to that required to maintain the older areas which have little or no burial activity. The cemetery volunteer teams were given a special judges award in 2014 and again in 2017 by East Midlands in Bloom. The

cemetery is not only used by bereaved families and family history research, but also used as an access by sports centre users, allotment holders and walkers. There are also chapels at the cemetery which are owned and maintained by LTC.

- The Pavilion Artificial Pitch – Louth Town Council are to enter into a new lease arrangement with London Road Sports Partnership in 2025. LTC receives a peppercorn rent for this site.
- Louth Athletics Club – Louth Town Council entered into a lease arrangement in 1991 for 99 years for the southern piece of Julian Bower Field for a club house for which a peppercorn rent is also payable.
- Julian Bower Field – Louth Town Council have been letting the field under agreement for grazing to a local farmer whilst its future is under consideration.
- Allotments -
 - London Road – owned by LTC and let under agreement to Louth Cottage Garden and Allotments Association who are responsible for all maintenance and insurance on the site.
 - Mount Olivet – owned by LTC and let under agreement to Louth Cottage Garden and Allotments Association who are responsible for all maintenance and insurance on the site.
 - Trinity Lane – leased (currently under review) and let under agreement to Louth Cottage Garden and Allotments Association who are responsible for all maintenance and insurance on the site.
 - Louth Town Council currently receives rent per annum from the Allotment Association for all three sites.
- Hubbard’s Hills – gifted to the town in 1907 after being purchased by the executors of the late Alphonse Pahud’s estate. This area of natural beauty is covered by covenants excluding any development and attracts visitors from a wide area and local families and dog walkers on a regular basis. The site was maintained under agreement by Hubbard’s Hills Trust Ltd with operational costs met by a contribution from Louth Town Council. However, in December 2024 Louth Town Council took back management of the site.
- Sessions House – purchased in 2011 for £200,000 using a public works loan of £170,000 on a fixed rate over 10 years. The building houses the council’s administration function, hosts all Town Council meetings, provides a display space for all of the art works and historic items including Brown’s Panorama. The building regularly hosts Heritage events which are open to the public. The Town Flagpole is located to the front of the building and is used to commemorate National Days and local festivities. The front garden is also a showcase for Louth in Bloom exhibiting feature theme items for the entry.
- Brown’s Panorama - was completed in 1847 and gifted to the town in 1948 after being rediscovered and purchased by the then Mayor Councillor Alex Slack. The two 9’ x 6’ paintings were restored and re-glazed in 2007 and transferred from the Town Hall to The Sessions House in 2011 when the Town Council relocated. Of national importance, they were loaned to the Usher Gallery for the Great Lincolnshire Exhibition in 2015.

- Bus Shelters – Louth Town Council own and maintain several bus shelters in Louth and in partnership with LCC (and a grant from ELDC) replaced a damaged shelter on Kenwick Road creating a local hub by including a notice board and planter to enhance the street scene.
- Public seating – Louth Town Council own and maintain many benches in all areas of Louth and within the cemetery. The seats are usually maintained by Inspire, a Social Enterprise Company and include a good example of a Festival of Britain commemoration seat on Kenwick Road.
- Notice Boards – as well as providing the Parish Notice Board at The Sessions House, Louth Town Council also worked in Partnership with the Coastal Grazing Marshes Project in 2014 to provide a uniquely themed Community Notice Board in the Town Centre. A new notice board was also provided with the Kenwick Road Bus Shelter.
- Planters – Louth Town Council own various large planters in the town centre and 1 6 tiered planter in the market place, one at Kenwick Road bus shelter, 1 on the corner of Ramsgate and Eastgate, 1 on the corner of Aswell Street and Eve Street and also place smaller tubs out on the War Memorial steps as well as having joint responsibility for a number of blue planters, in the cemetery and on Aswell Street green which have been used for community group and charity fund raising purposes whilst supporting Louth in Bloom.
- Town signs – the seven heavy oak painted signs on all of the entry roads at the Louth Parish boundary providing an attractive feature on the approaches to the town were renovated in 2019/20.
- CCTV – Louth Town Council sees the provision of CCTV in the town centre as an important feature of community safety and the prevention of crime. Louth belongs to the seven towns partnership supported by East Lindsey District Council, and has recently joined a wider agreement with monitoring based at Boston Borough Council. Louth Town Council own 12 CCTV cameras which are replaced every 10 years under the terms of a Service Level Agreement.
- Christmas Lights – Louth Town Council own a variety of strings and motifs that combine to provide cross street displays using a bolt and catenary wire support system. The displays are stored at the Sessions House and a local contractor erects them and decorates the Christmas tree, kindly offered to the Town Council for free for 10 years by Strawson’s Woodland in 2018 purchased by the council for the town. The power supply is provided by property owners. The tree is erected with permission of LCC who own the Market Place, with power provided from a central supply maintained by ELDC.
- Christmas Crib and figures – Louth Town Council erect the crib and dress the display, which is then usually blessed by the Mayor’s chaplain. The large plaster figures are stored at The Sessions House for the remainder of the year.
- Town Charters – LTC has responsibility for six charters dating from 1564 to 1837 which have recently been framed and are on display at The Sessions House.
- Purchased by public subscription the Town Council has a default responsibility for the War Memorial, which saw major repairs following a road traffic collision in March 2015.

Louth Town Council as a Consultee

Louth Town Council is statutorily consulted on Planning Applications by East Lindsey District Council as the local Planning Authority or by Lincolnshire County Council for waste related matters and traffic regulation orders. Ward members of Louth Town Council may also be asked informally of their thoughts on proposals as a result of complaints or suggestions to another authority. Some property developers may also come to speak to the council in advance of putting their planning applications forward to invite feedback as part of a wider consultation exercise being undertaken.

Working in Partnership

Parish councils have different remits and responsibilities than their principal authorities which may have arisen historically or through legislation such as the Localism Bill 2011 but there is a current leaning towards more partnership working which ensures commitment and sometimes financial assistance towards bigger projects.

In 2014 Louth Town Council worked with Lincolnshire County Council, and used an ELDC Councillors grant, to provide a replacement bus shelter on Kenwick Road with LCC providing a grant and the planning and contracting expertise and LTC choosing the style, additional features and the balance of the finance required. Also, in 2014 LTC worked with the Coastal Grazing Marshes Project to provide a new Community Notice board / bike rack in the town centre. The project had a finite term and the joint working with LTC means that it will be maintained into the future as well as using joint funding to assist both parties. In 2021/22 the Council obtained funding via ELDC from the Governments Welcome Back Fund to assist shops in reopening following covid and the Council also worked with ELDC to procure another interactive speed sign.

Following the River Lud flooding in 2007, Louth Town Council has hosted a Flood Liaison Group comprising Councillors, members of the public and officers from the Environment Agency. A project was mooted in 2009 for a flood alleviation scheme which has been supported by the group and the Town Council to bring this to fruition. Work is now completed at both sites and Louth Town Council is committed to partnership working with the EA, Lindsey Marsh Drainage Board, LCC and ELDC by funding the day to day maintenance costs for the 100 year life of the scheme. The larger authorities have provided the capital funds for the project which was officially opened in July 2017.

Louth Town Council as an employer

LTC now has four established posts including the Town Clerk, Assistant and a Maintenance Team. The Town Clerk reports to the Chairman of the council and other employees in turn to the Town Clerk. The Personnel committee ensure that LTC complies with all aspects of employment law and members can be required to act in disciplinary matters. Similarly members of the council may also be involved if separation of duties is required and the Chairman of the Council is required to deal with matters of appeal against disciplinary outcomes. LTC is a member of Lincolnshire Pension Fund.

Annual Town Meetings

All parish councils are obliged to hold at least one town meeting during the council year when residents can come and join in meetings that may be held to gauge the opinion of residents rather than holding a more formal referendum. Louth Town Council has in the past used this method following the 2007 Floods, the proposed sale of Louth Livestock Market and high impact planning applications. Electors may ask for any number of items to be considered by the town council at a future meeting and explain their reasoning for doing so.

Annual Report

As the name implies Louth Town Council issue the Annual Report every year which contains information issued at the Annual Town Meeting and the Annual Return of the Council which is submitted to the External Auditor by a specified date. The report can be found in hard copy at the Sessions House, and on Louth Town Council website.

Budgets

Budgets are considered, Councillors can put forward special projects which should be supported by a business case. The budget requests are then collated by the Financial Overview Group who makes recommendations to the Governance and Finance Committee regarding affordability and different sources of funding available. The budgets are then presented to the Town Council for approval and at that time the Town Council will also make final decisions regarding the Precept that is requested from the District Council and collected as Council Tax. The precept can never be more than the budgets that have been agreed, however it can be less if the council decides to use some reserve funds to 'subsidise' the budget and not pass on the full impact of the funding required. Parish Councils have not been capped in 2024/25, as principal authorities are.

If you would like more details on any of the items covered in this handout please contact the Town Clerk on 01507 355895 or clerk@louthtowncouncil.gov.uk or use our website www.louthtowncouncil.gov.uk

Information updated February 2025

JOB APPLICATION FORM GUIDANCE NOTES

Completing the application form

- In addition to these Guidance Notes please read carefully the notes you will find at the various sections on the application form.
- Shortlisting will be based on information you provide on the application form. If you do not mention something we will not be able to take it into account when deciding who to see for interview.
- Read the Job Description and any other documentation you have been sent before completing the form. Tailor your responses to the job you are applying for.
- Include experience and achievements from any walk of your life. You could include evidence of knowledge and skills gained through voluntary work, involvement in community activities, managing a home and family, school / college and special interests as well as previous paid employment. Tell us about any unpaid work you do or any position of responsibility you hold, for example in a club, or organisation you belong to.
- Complete all the shaded sections where questions are posed. You may complete the form by hand (in black ink please to assist photocopying) or by using Microsoft Word. Include extra sheets if there isn't enough room in the boxes provided.
- Due to the cost of postage, we do not send written confirmation of receipt of applications and if you have not heard from us within 21 days of the closing date you may assume your application has been unsuccessful.

Louth Town Council is an equal opportunities employer.

Disability

If you have indicated that you have a disability and provide evidence that you meet all the essential criteria (with any reasonable adjustments), you will be offered an interview as part of the Town Council's commitment to the employment of disabled people.

Louth Town Council

The Sessions House, Eastgate,
Louth, Lincolnshire, LN11 9AJ

01507 355895

clerk@louthtowncouncil.gov.uk



JOB APPLICATION FORM

Please return completed applications to:

Town Clerk
Louth Town Council
The Sessions House
Eastgate
Louth
LN11 9AJ

You may email the application to clerk@louthtowncouncil.gov.uk but will be required to sign a printed copy if selected for interview.

NO LATER THAN Friday 4th April 2025

PLEASE READ THE ENCLOSED GUIDANCE NOTES BEFORE COMPLETING THIS FORM

Personal Details

*Please enter the title of the job you are applying for.

Job Title*:

Surname:	National Insurance No:
First Name and Title:	Home Tel. No:
Address:	Work Tel. No:
County:	E-mail Address:
Postcode:	

Do you have a current driving licence? YES NO

(also see disability/health section below)

Give details of any penalties on your licence or convictions pending if driving is essential to the job:

Do you have a disability/long term illness? YES NO

If YES, indicate here if you are aware of any adjustments that the Town Council could make to help you apply for or carry out the job:

Continue on separate sheet if required

If offered this position will you continue to work in any other capacity? YES NO

CURRENT/LATEST EMPLOYMENT

Name and address of current/most recent employer:	Job title: Current/latest salary and any benefits: Weekly hours: Date started employment:
Date of leaving (if relevant):	
Notice required:	Reason for leaving:
Main duties/responsibilities/achievements	

References

References will be taken up prior to any formal offer of employment.

Please give the names and addresses of two people who would be willing to supply a reference about you, including your most recent employer (or teacher/tutor, where appropriate), who have known you during the past three years. Please also state in what capacity they know you.

Name: Address: Tel. No: E-mail address: Relationship: Organisation (if applicable):	Name: Address: Tel. No: E-mail address: Relationship: Organisation (if applicable):
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The information requested on this page may be provided on a separate sheet if preferred

WORK AND OTHER RELEVANT EXPERIENCE

Please list below a complete record of other employments and include, if you wish, any voluntary activities either paid or unpaid. These should be in date order, starting with the most recent.

Name of organisation and nature of business	Dates/Job title/role with brief indication of main duties and responsibilities	Reason for leaving

continue on separate sheet if required

The information requested on this page may be provided on a separate sheet if preferred

ADDITIONAL INFORMATION

It is important that you provide evidence in this section of how you meet the Job Requirements. Tell us about your achievements and your level of responsibility. Include examples from paid or unpaid work or other activities you have undertaken that are relevant to the job you are applying for. Also include here information about why you want the job and anything else you wish to say. If you do not tell us we will not be able to select you.

Continue on a separate sheet if necessary

You must complete all sections on this page

Canvassing of Louth Town Councillors or senior employees

Canvassing of Louth Town Councillors or employees of Louth Town Council, by or on behalf of yourself is strictly forbidden and may invalidate your application.

Indicate here if you are related to any Town Councillor or senior employee of Louth Council, giving their name.

Please state **NONE** if appropriate.

Criminal convictions

Please give details of criminal convictions below. Unless stated otherwise, you do not need to declare convictions which are 'spent', as defined by the Rehabilitation of Offenders Act 1974 and subsequent regulations.

However, if you are applying for a job supervising, caring for or otherwise connected with people from the following list, **you must always declare any convictions and/or cautions for criminal offences**, even where they are 'spent'. For these purposes, this includes working with children, young and older people, those who are dependant on alcohol or drugs, and those with mental or physical disabilities, illness, injury or deformity, including people who are blind, deaf or without speech.

For certain posts, police checks will be required. If this is necessary, you will be asked to sign a separate authorisation.

Details of criminal convictions:

Please state **NONE** if appropriate.

Entitlement to work in the UK

To comply with the Asylum and Immigration Act 1996 all prospective employees will be asked to supply evidence of eligibility to work in the UK. We will ask to see an appropriate official document (e.g. proof of NI number, passport etc). **Do not send these now.** Further information will be sent to you if you are selected.

Do you require a work permit to work in the UK? YES NO

If you already have a work permit, please give the expiry date:

DECLARATION

To the best of my knowledge, the information I have supplied on this form is correct. I understand that giving false information or omitting relevant information could disqualify my application and, if I am appointed, could lead to my dismissal.

Signed:

Date:

For Office Use Only

Give details below of reasons for non-selection related to person specification (please tick as appropriate)

Selection stage	Skills			Knowledge			Experience			Qualifications			Personal Qualities			Other
Invited for interview?																
Yes <input type="checkbox"/>																
No <input type="checkbox"/>																
Offered job?																
Yes <input type="checkbox"/>																
No <input type="checkbox"/>																
Please indicate if:	Appointed			Withdrawn			Other									
Signed by Town Clerk:											Date:					

Key: U = Unsatisfactory

S = Satisfactory

G = Good

Louth Town Council

*The Sessions House, Eastgate,
Louth, Lincolnshire, LN11 9AJ*

01507 355895

clerk@louthtowncouncil.gov.uk

Town Clerk: Mrs. L. Phillips



Consent Form

Contact Information

I agree that I have read and understand Louth Town Council's Privacy Notice available at www.louthtowncouncil.gov.uk.

I agree by signing below that the Council may process my personal information for providing information and corresponding with me.

I have the right to request modification on the information that you keep on record.

I have the right to withdraw my consent and request that I am removed from your database.

Signed:

Please Print Name:

Date: