



CHRISTCHURCH TOWN COUNCIL JOB DESCRIPTION

Job Title:	Senior Assets and Operations Officer
Grade:	LC2 24-28 £35,412 - £39,152
Reports to:	Assets, Amenities and Place Manager
Hours of Work:	37 hours per week
Contract type:	Permanent

ABOUT US

Christchurch Town Council serves the historic town of Christchurch in Dorset, representing five wards and a vibrant, diverse community. Established in 2019, CTC is committed to delivering excellent local services, preserving the town's rich heritage, and supporting residents, businesses, and visitors. Through collaboration and innovation, Christchurch Town Council strives to make Christchurch an outstanding place to live, work, and visit.

PURPOSE OF ROLE

To support the effective management, maintenance, and development of the council's physical assets and operational services. This is a hands-on role requiring confidence and competence in carrying out minor repairs and practical tasks across the Council's estate. The postholder will ensure that facilities, infrastructure, and contracted services are delivered to a high standard, contributing to the safety, efficiency, and quality of public spaces and council operations.

WHAT YOU'LL BE DOING

- Support the day-to-day management of the Council's property portfolio, including buildings, parks, open spaces, allotments, and community facilities.
- Demonstrable understanding of the requirements for maintaining historic assets, including listed buildings and structures in accordance with relevant legislation and best practice.
- Carry out regular inspections of assets and public spaces, identifying issues and coordinating repairs and maintenance.
- Respond to minor maintenance needs directly, including basic repairs (e.g. tightening loose fittings, replacing signage, or minor ground works).
- Assist in the delivery of grounds maintenance, tree works, landscaping, and infrastructure repairs, ensuring contractors meet agreed standards.
- Maintain accurate records of asset condition, maintenance schedules, and service contracts.
- Support the management of utilities across Council assets including monitoring usage, coordinating repairs and ensuring compliance with relevant regulations.
- Support the administration and upkeep of allotment sites, including tenancy records, site inspections, and liaison with allotment holders.
- Assist with tree management activities, including coordinating inspections and responding to TPO-related enquiries.
- Ensure compliance with health and safety regulations across all Council assets and operations.
- Contribute to the upkeep and enhancement of the public realm, including street furniture, signage, pathways and amenities, ensuring spaces are safe, accessible and welcoming.

- Carry out risk assessments and routine safety checks, reporting hazards and ensuring corrective actions are taken.
- Maintain documentation related to inspections, incidents, and safety procedures.
- Promote safe working practices among staff and contractors.
- Supervise contractors delivering services across assets and amenities.
- Monitor service delivery and performance, escalating issues as needed and supporting continuous improvement.
- Contribute to the development and implementation of operational policies and procedures, particularly those relating to asset management, health and safety, environmental sustainability and public space usage and ensure they are followed consistently.
- Experience of supporting the development, review, and implementation of policies within a local government or public sector context.
- Ensure compliance with procurement policies and financial regulations in all asset-related activities.
- Work collaboratively with residents, community groups, and external partners to enhance local spaces and services.
- Assist in preparing reports and presenting operational updates to relevant committees, liaising with councillors and officers on matters relating to assets, amenities and operations.

The postholder will be required to travel locally for work purposes including attending meetings and events, some of which may take place in the evening or at weekends

PERSON SPECIFICATION

	Essential	Desirable
Qualifications	Educated to degree level in a relevant field or able to demonstrate equivalent experience in asset and facilities management, public sector operations, or a related discipline	Professional qualification in planning, facilities management, or a related discipline. IOSH qualifications, and COSHH e.g. Managing Safely training.
Experience	Proven track record of applying health and safety legislation and statutory compliance measures in the maintenance of assets. Proven experience in public assets, open spaces, or community facilities. Experience in contract management and procurement. Experience in contractor supervision. Experience working in or with a local authority and the process of preparing and presenting items to committee.	Experience in project management. Experience in allotments or community-led environmental projects. Experience in coordinating reactive maintenance in public spaces.

Knowledge	<p>Knowledge of relevant legislation including Health and Safety at Work Act, CDM Regulations, and COSHH requirements in the context of public assets</p>	<p>Awareness of environmental sustainability practices in asset management.</p> <p>Knowledge of project management principles.</p>
Skills & Abilities	<p>Excellent organisational and project management skills.</p> <p>Strong communication skills, including the ability to present to committees and stakeholders.</p> <p>Ability to build effective relationships with councillors, contractors, residents, and partner organisations.</p> <p>Competent in using IT systems for asset registers, planning, and document management.</p>	<p>Skilled in community engagement and public consultation techniques.</p>
Personal Attributes	<p>Proactive, solution-focused, and community-minded.</p> <p>Able to work independently and manage competing priorities.</p> <p>Committed to continuous improvement and sustainability.</p> <p>Willingness to attend evening meetings and to work at the weekend/bank holidays when required.</p> <p>Full UK driving licence and access to a suitable vehicle insured for business use for travel between council sites and attendance at meetings and events.</p>	