



Recruitment Information Pack

Support Services Executive

Full Time – 37 hours per week | Permanent Office-based

Salary: SCP 20 – SCP 23 - £32,597 – £34,434 (depending on experience)

**Godalming Town Council
107–109 High Street
Godalming
Surrey, GU7 1AQ**

Welcome from the Chief Executive Officer

Thank you for your interest in the position of **Support Services Executive** at Godalming Town Council.

This role sits at the heart of the Council's administration and governance arrangements and provides an opportunity to play a role in supporting the civic life of our historic town.

Godalming Town Council is committed to maintaining high standards of professionalism, transparency and service to residents. The Support Services Executive plays a key role in supporting Members and Officers by ensuring that Council and Committee business is administered effectively, and that governance records and communications are maintained to a high standard.

We are seeking an organised, reliable and professional individual who takes pride in accuracy, good governance and high standards of public service.

This pack provides information about the Council, the role and the recruitment process. I hope it encourages you to consider applying for this position.

About Godalming

Godalming is an attractive and historic market town in Surrey located on the River Wey and surrounded by beautiful countryside.

The town has a long and proud history and today combines historic character with a vibrant community life. Godalming retains a busy High Street with a range of independent shops, cafés and cultural venues.

Godalming benefits from excellent transport links and is located close to Guildford and within commuting distance of London. The town has a strong sense of civic identity and an active network of community organisations and volunteers.

The Town Council plays an important role in supporting this community life and in representing the interests of residents.

About Godalming Town Council

Godalming Town Council is the first tier of local government for the town and works to represent and support the interests of residents.

The Council provides a range of services and activities including:

- community events and civic celebrations;
- grants to local organisations;
- support for community initiatives;
- management of two cemeteries;
- Youth Service;
- Museum Service (in partnership with Godalming Museum Trust);
- operates four community venues including the Wilfrid Noyce Centre; and
- civic representation and engagement.

The Council operates through a committee structure, with Members responsible for setting policy and direction while Officers provide professional administrative support.

The Council works closely with Waverley Borough Council, Surrey County Council, and a wide range of local organisations and community groups. As local government changes in Surrey with the establishment of the West Surrey Unitary Authority, the Town Council is likely to play an increasingly important role in supporting local residents.

Professional administration and effective governance are fundamental to the Council's work.

The Role

The **Support Services Executive** provides professional administrative and governance support to Godalming Town Council.

The role helps ensure the effective operation of Council and Committee business, the maintenance of statutory records and the delivery of high-quality administrative and civic support services.

The postholder works closely with the Chief Officers and supports Members by ensuring that meetings, documentation and governance processes are administered efficiently and professionally.

The role also supports the Council's civic activities, including providing administrative support to the Mayor and assisting with civic events.

Key Responsibilities

Key responsibilities of the role include:

Governance and Committee Administration

- Preparing, collating and distributing agendas, reports and documentation for Council and Committee meetings.
- Maintaining statutory records including minutes, registers and governance documentation.
- Recording Member attendance and maintaining governance records.
- Maintaining the Declaration of Acceptance of Office Book and Register of Interests.
- Supporting the administration of Council and Committee meetings.

Office Administration and Corporate Support

- Acting as a first point of contact for members of the public.
- Managing incoming and outgoing correspondence and post.
- Maintaining corporate filing systems and administrative records.
- Maintaining office supplies and coordinating equipment support where required.
- Assisting with press releases and public notices.

Website Management

- Maintaining and updating the content of the Council's website.
- Publishing agendas and minutes.
- Ensuring information is accurate and up-to-date.
- Supporting accessibility and data protection compliance.

Civic and Mayoral Support

- Providing administrative support to the Mayor and Deputy Mayor.
- Managing the Mayor's diary and invitations.
- Assisting with civic engagements and events.
- Liaising with civic and ceremonial organisations where required.

Person Specification

The successful candidate will demonstrate the following skills and experience.

Essential

Knowledge and Experience

- Experience providing administrative or secretarial support within a professional office environment.
- Experience maintaining accurate records and filing systems.
- Experience working in a public-facing role.

Skills and Abilities

- Excellent organisational skills.
- Strong written communication skills.
- High attention to detail and accuracy.
- Ability to handle confidential information appropriately.
- Strong IT skills including Microsoft 365, Teams and SharePoint.
- Ability to work independently while contributing to a small team.

Personal Attributes

- Professional and reliable.
- Flexible and adaptable.
- Calm and methodical in approach.
- Commitment to high standards of public service.

Desirable

- Experience working in a Town or Parish Council or similar organisation.
- Experience managing website content.
- Awareness of website accessibility requirements.
- Experience liaising with contractors or external providers.

Working for Godalming Town Council

Godalming Town Council is committed to maintaining a professional and supportive working environment where staff are valued and supported in their roles.

As a small organisation, the Council offers the opportunity to work closely with colleagues and Members while contributing directly to the life of the local community.

Working for the Council offers the opportunity to play a meaningful role in supporting the town and its residents.

A Professional Working Environment

The Council maintains high standards of governance and administration and encourages a professional and collaborative approach to work.

Staff are expected to demonstrate:

- professionalism and integrity;
- commitment to high standards of service;
- respect and courtesy in dealing with the public and colleagues; and
- attention to detail and accuracy in administrative work.

Supporting the Community

The work of the Council supports many aspects of community life in Godalming, including civic events, community initiatives and partnerships with local organisations.

Staff contribute to ensuring that these activities are delivered efficiently and professionally.

Learning and Development

The Council supports staff in developing the knowledge and skills required for their roles.

Training and professional development opportunities may be provided where appropriate to support effective performance and career development.

Salary and Benefits

The salary for this position is:

SCP 20-SCP 23 – £32,597–£34,434 (depending on experience)

Benefits include:

- membership of the **Local Government Pension Scheme**;
- **25 days annual leave plus public holidays**;
- **occupational sickness scheme**;
- access to the Council's **employee wellness programme**; and
- a supportive and professional working environment.

Occasional evening and weekend working will be required to support Council meetings and civic events.

Recruitment Timetable

The anticipated timetable for recruitment is:

Advert published:	Friday 13 March 2026
Closing date for applications:	5.00pm Tuesday 31 March 2026
Shortlisting:	1 - 2 April 2026
Interviews:	Friday 10 April 2026

How to Apply

Applications must be submitted using the Council's **application form**. **CVs will not be accepted** in place of a completed application form.

The application pack can be downloaded from: www.godalming-tc.gov.uk/job-vacancies

Alternatively contact: Godalming Town Council
107–109 High Street
Godalming
Surrey
GU7 1AQ

Telephone: **01483 323055**
Email: **office@godalming-tc.gov.uk**

Equal Opportunities

Godalming Town Council is an equal opportunities employer and welcomes applications from all suitably qualified candidates.

Documents Included in the Application Pack

The application pack includes:

- Recruitment Information Pack
- Job Description
- Person Specification
- Application Form (separate form)



JOB DESCRIPTION

Job Title:	Support Services Executive
Location:	Godalming Town Council, 107-109 High Street, Godalming, Surrey, GU7 1AQ
Reports To:	Deputy Chief Officer
Hours of Work:	37 hours per week

1. Purpose of the Role

To provide professional administrative and governance support to Godalming Town Council, ensuring the effective operation of Council and Committee business, maintenance of statutory records, delivery of high-quality civic support services, and oversight of the Council's website content and compliance.

The postholder plays a key role in upholding governance standards, supporting Members, and maintaining the professional administration of the Council.

2. Key Responsibilities

2.1 Governance & Committee Administration

- Prepare, collate and distribute agendas, reports and supporting documentation for Council and Committee meetings.
- Maintain statutory records including Minutes, Registers and formal governance documentation.
- Record Member attendance and apologies.
- Maintain the Declaration of Acceptance of Office Book and Register of Interests (hard copy and electronic records as required).
- Administer the schedule of meetings and book meeting venues.
- Arrange binding and archiving of official Minutes.
- Ensure Council policies, Standing Orders amendments and governance records are accurately maintained.
- Liaise with presenters and invited guests attending meetings.

2.2 Office Administration & Corporate Support

- Act as a first point of contact for the public (in person, telephone and email), ensuring professional and courteous service.
- Manage incoming and outgoing post and maintain appropriate records.
- Maintain electronic and hard copy filing systems to ensure accessibility and compliance.
- Maintain stationery supplies and verify related invoices.
- Liaise with external IT and equipment support contractors as required.
- Maintain staff annual leave and TOIL records.

- Produce and publish official meeting notices and assist with the preparation of press releases.
- Maintain press records and press cuttings.
- Prepare quarterly burial records.
- Maintain accurate records of grants issued by the Council.
- Act as the Council's designated Lead Officer in the event of Operation Bridge.

2.3 Website Management

Act as the Council's website Lead Officer and liaison with the website contractor to ensure that:

- content is accurate, up-to-date and professionally presented;
- agendas and minutes are published in a timely manner;
- adopted policies and procedures are uploaded and maintained;
- meetings schedules, news and events information are current;
- the website complies with accessibility requirements and relevant data protection legislation; and
- new content is created in line with the Council's corporate branding.

2.4 Civic & Mayoral Support

- Provide administrative and secretarial support to the Mayor and Deputy Mayor.
- Manage the Mayor's diary and respond to invitations in a timely manner.
- Organise civic engagements and assist in the delivery of civic events.
- Act as liaison with the High Sheriff and Lieutenancy Offices for official engagements.
- Arrange the official Mayoral photograph and update civic honour boards.
- Support the Mayor in organising one annual fundraising event.

3. Health & Safety

- Act as Office Fire Warden.
- Comply with and promote the Council's Health & Safety policies.
- Take reasonable care for personal health and safety and that of others affected by Council activities.

4. Professional Development

The postholder is expected to maintain and develop the professional knowledge and skills required for effective performance of the role, including attendance at relevant training as required by the Council.

5. Additional Information

- Occasional evening and weekend working will be required to support meetings and civic events.
- This Job Description is non-contractual and outlines the main responsibilities of the role at the time of issue and may be amended by agreement to reflect operational requirements.

PERSON SPECIFICATION

SUPPORT SERVICES EXECUTIVE

Essential

Knowledge & Experience

- E1: Experience providing administrative or secretarial support within a professional office environment.
- E2: Experience maintaining accurate records and filing systems (electronic and hard copy).
- E3: Experience working in a public-facing role, dealing professionally with members of the public.

Skills & Abilities

- E6: Excellent organisational skills with the ability to manage competing priorities and deadlines.
- E7: Strong written communication skills, including accurate proof reading and document proofing.
- E8: High attention to detail and commitment to accuracy in statutory and governance documentation.
- E9: Ability to handle confidential and sensitive information with discretion.
- E10: Strong IT skills, including Microsoft 365, Teams and SharePoint.
- E11: Ability to work independently while contributing effectively within a small team.
- E12: Professional telephone manner and confident interpersonal communication skills.

Personal Attributes

- E13: Professional, reliable and methodical in approach.
- E14: Flexible and willing to work occasional evenings and weekends for civic events.
- E15: Calm and composed under pressure, particularly around committee deadlines.
- E16: Commitment to high standards of public service and local government governance.

Desirable

- D1: Experience using content management systems or maintaining website content.
- D2: Previous experience in a Town or Parish Council or similar public sector organisation.
- D3: Understanding of website accessibility requirements and data protection compliance.
- D5: Experience liaising with contractors or external service providers.