

## **Triage Coordinator - Local Council Award Scheme**

Contract type: Freelance

Reporting to: Member services manager

Management responsibilities: None

Hourly rate: £18.96 (in line with SCP24 and adjusted each January as per the previous year's local government pay settlement)

### **Summary**

The Local Council Award Scheme is a national accreditation scheme open to all town and parish (local) councils in England. The scheme celebrates the successes of the best local councils and provides a framework to support all local councils to improve and develop to meet their full potential. It is one of the National Association of Local Councils' (NALC) most high-profile programmes with over 900 local councils either accredited or working towards accreditation.

This role will work closely with NALC's Member Services team to support the delivery of the national accreditation panel. As part of the accreditation process, all applications go through a triage process where they are reviewed, and the council receives feedback on how to improve their application and ensure they have submitted all required documentation. The aim is to support councils in achieving the award they are aiming for on their first submission to the accreditation panel.

### **What does the role involve?**

The key tasks for the role are:

- Receive applications to the Local Council Award Scheme at scheduled points in the year.
- Check each application, ensuring the form is correctly completed, and all criteria are present and easy to find.
- Contact each council with clear, specific feedback to enable them to improve their application. Including giving clear time frames and deadlines.
- Once any changes to the application forms are complete, work with the NALC team to ensure all information is up to date and correct before submission to the accreditation panel.

Work hours will vary throughout the year. We currently hold three accreditation rounds per year. We expect each round to have a minimum of 20 applications (allocated between three coordinators), each application to take roughly an hour

to triage (including email communication with the council applying), and the process to take place over a three-week period. We are looking for a candidate who is willing to be flexible and who will help us improve our approach as well.

We want this role to be flexible and supportive, so if you have any questions about hours of work, workloads, or other requirements, please don't hesitate to ask.

## **Skills and Experience**

### Essential

- A good understanding of how local councils operate. The role will not involve assessing applications, but it does require someone who can confidently navigate a local council website and understand the criteria for the local council award scheme.
- Strong communication skills - the role will require communicating directly with a number of councils and supporting them with their applications. It will be vital that this is undertaken in a supportive and professional manner, as the post holder will represent NALC and the scheme to those councils.
- Confident in the use of IT. The role will require working with electronic documents and email.
- Have a strong understanding of GDPR and issues relating to handling information in a sensitive and professional manner.
- Enthusiasm for parish and town councils and the Local Council Award Scheme. We are looking for someone who will help the improvement of parish and town councils and who will enjoy working with these organisations as much as we do.
- A positive approach with a willingness to learn and to share feedback with the team.

### Desirable

- CiLCA qualification would be beneficial.