

JOB DESCRIPTION ADMINISTRATIVE OFFICER

Grade: SCP 10 (currently £27,694 pa)

Hours: 37 hours per week Monday- Friday, 8.30am – 4.30pm (8am – 4pm Wednesday)

Holidays: 23 days per annum plus bank holidays and 3 statutory days

Reports to: Deputy Town Clerk

Role Description: To provide support to the Town Clerk and Responsible Financial Officer, Deputy Clerk and Museum Co-ordinator with the administration of the Town Council including its statutory, financial, operational, management and administrative functions. Manage the Mayor's diary and lead on organising Mayoral events, which may include attendance at events outside of normal working hours.

Main Responsibilities:

1. Provide the first point of contact at the Town Council Office and handle enquiries from the public and Councillors in person, by telephone or via email.
2. Provide general advice and information and refer enquiries to the Town Clerk, Deputy Clerk, Museum Co-ordinator or outside organisations as appropriate, reporting issues, complaints or details of faults to appropriate bodies.
3. Provide an effective and efficient PA service for the Mayor.
4. To assist as required with the organisation of civic or other events and take responsibility for planning, co-ordination and delivery of key events. This may include attendance at events to welcome speakers, participants etc.
5. Maintain Council records, both manual and computerised, including manual filing system.
6. Financial data inputting and basic accounting using the Council's accounting package Scribe.
7. Maintain office stationery and other supplies and process re-ordering under the guidance of the Deputy Clerk as required.
8. Provide administrative assistance to the Town Clerk and Deputy Clerk as required, including preparation of standard and some non-standard correspondence.
9. Assist in the maintenance and development of the Council's website.
10. Provide limited cover for Town Clerk and Deputy Clerk's absences to ensure the smooth operation of the Council office and its functions.
11. Undertake training as required from time to time.
12. Any other reasonable duties that may be assigned from time to time.

This document sets out the main dimensions of the job it describes. It does not define all individual tasks, which may be expected to change from time to time to meet operational needs.

Person Specification

Attribute	Essential	Desirable	Method of Assessment
Management Skills:	<ul style="list-style-type: none"> • Ability to work alongside others and on an individual basis. • Ability to organise and prioritise allocated workload to deliver to targets and deadlines 	<ul style="list-style-type: none"> • Ability to work unsupervised 	Application form, interview
Communication skills:	<ul style="list-style-type: none"> • Ability to communicate in a clear and confident manner both with individuals and groups of all sizes. • Ability to work well with Councillors and members of the public. 	<ul style="list-style-type: none"> • Ability to deal with and manage complaints unsupervised. 	Application form, interview
Knowledge:	<ul style="list-style-type: none"> • Good Knowledge of IT and software. 	<ul style="list-style-type: none"> • Knowledge of Town Council Administration • Knowledge of basic accounting methods 	Application form, interview, practical test
Practical Skills:	<ul style="list-style-type: none"> • Ability to work effectively with a wide range of professionals at all levels and across different organisations • Organisational and time management skills • Ability to use IT competently. 	<ul style="list-style-type: none"> • Ability to explain in a clear, concise and confident manner. 	Application form, interview, practical test
Education/ Training:	<ul style="list-style-type: none"> • Good basic education with GCSE's in English and Maths 	<ul style="list-style-type: none"> • Administration qualifications or similar 	Application form, interview
Personal Qualities:	<ul style="list-style-type: none"> • Ability to maintain a calm approach in any circumstance • A good sense of humour 		Interview
Experience:	<ul style="list-style-type: none"> • Experience of working in a similar administrative position. 	<ul style="list-style-type: none"> • Experience of town or parish council or local government work. 	Application form, interview