



## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	<b>Administrative Assistant</b>
<b>PLACE OF WORK:</b>	<b>Town Council Office</b>
<b>SPINE POINT:</b>	<b>SCP Range 5 - 9 (£19,650 - £21,659 pro-rata)</b>
<b>HOURS OF WORK:</b>	<b>Part time 15 – 20 hours per week (tbc)</b>
<b>ALLOWANCES:</b>	<b>Casual car user allowance</b>
<b>REPORTS TO:</b>	<b>Town Clerk</b>
<b>MANAGEMENT RESPONSIBILITIES:</b>	<b>See attached organisation chart.</b>

### **A Main Purpose of the Job**

To provide a high quality comprehensive administrative and clerical service and contribute to the achievement of the Council's objectives. To effectively assist with the delivery of a broad range of the Council's services, developing good practice and promoting the Council's activities across all areas of operation using technology, as necessary.

### **B Areas of day to day responsibility**

- Reception duties and telephone responsibilities
- Maintaining Allotment records
- Assist members of the public
- Provide general administrative support

### **C Summary of Responsibilities and Duties of the Job**

#### **Reception Duties**

1. To assist in the smooth running of the reception area directing members of the public and dealing with queries.

2. To operate the Council's main telephone system, including promptly dealing with queries and enquiries or referring callers to appropriate staff, and taking messages in a precise, accurate and courteous manner.
3. Deal with contractors and deliveries.
4. To assist with the provision of information, up to date publicity materials and advice on the range of services offered by the Town Council.

### **Administrative Duties**

5. To provide general administrative support to the Clerk and Assistant Clerk.
6. To assist with the administration of the Council's allotments including assisting with regular inspections.
7. To manage a database to record the Council's assets and maintain an inventory.
8. To participate in new initiatives and future changes in delivering improvements in the Council's operations.
9. To ensure that advice to enquiries from visitors by telephone, letter, email and in person is dealt with in a timely manner.

This list is neither exclusive nor exhaustive, as there may be other duties and requirements associated with the post, and as such you may be required to undertake unspecified other duties and/or hours of work as may reasonably be required of you.

## **D Other information**

### **External and Internal Contacts**

Councillors, customers, contractors, suppliers, members of staff and partner agencies.  
Face to face, telephone, written and electronic communication.

### **Working Environment**

Mainly office based but some home working will be considered.

The Council operates a Smoke-free policy and the postholder is prohibited from smoking in any of the Council's buildings

All staff must commit to Equal Opportunities and Anti-Discriminatory Practices.

### **Health and Safety at Work**

Berwick Town Council's Policy, and all relevant Health and Safety at Work Instructions are to be considered as part of this job description.

### **Data Protection Act 2018**

All employees who are involved in the processing or handling of computer data have an obligation to comply with the terms of the Data Protection Act 2018 and the Council's Data Protection Policy.

### **Council Policies**

The post-holder is expected to familiarise themselves with and adhere to all relevant Council Policies and Procedures.

**Performance Management**

You will be given an annual appraisal and six-monthly review that will form the basis of your Personal Development Plan and be linked to the Council's objectives. You will also receive collaborative one to one meeting on a regular basis with your line manager.

## ADMINISTRATIVE ASSISTANT

### PERSON SPECIFICATION

	<b>Essential Attributes</b>	<b>Desirable Attributes</b>
Educational Qualifications	<p>5 GCSE's grade C or above (including English and Maths) or equivalent NVQ or relevant experience.</p> <p>Commitment to further professional development where required.</p>	Customer Services qualification.
Communication Skills	<p>Excellent written and oral communication skills.</p> <p>Ability to communicate information to a wide range of audiences.</p>	
Knowledge and Experience	<p>Experience of working in a customer focused role, including being confident and proficient in handling queries both face to face and over the phone.</p> <p>Experience of working in an administrative environment.</p> <p>Experience of working in partnership with a diverse range of people, community groups, public sector organisations and business.</p>	Previous experience in local government.
Skills	<p>An ability to work under pressure with changing priorities and timescales.</p> <p>Ability to work alone and in a team.</p> <p>An ability to take the initiative and devise creative solutions.</p>	A positive attitude committed to excellent customer service.
Information Technology	IT literate with experience and practical ICT skills including in Microsoft Office packages and spreadsheets.	
Other	<p>Prepared to work out of office hours in order to attend Council meetings if required.</p> <p>Ability to operate with complete impartiality in a political environment.</p>	