

RECEPTIONIST/CIVIC SUPPORT ADMINISTRATOR
Ledbury Town Council
£25,185 - £25,989 per annum (Annual pay award pending)
37 Hours per Week
Permanent Contract

Ledbury Town Council is seeking a friendly, organised and professional individual to join our team as a Receptionist / Civic Support Administrator.

This is an exciting opportunity to become the welcoming face of the Council, providing excellent customer service to residents, visitors, councillors and community organisations while supporting the Mayor, Deputy Mayor and wider Council administration.

As the first point of contact for the Council, you will play a key role in ensuring that enquiries are handled efficiently, visitors receive a warm welcome and the Council's administrative functions operate smoothly.

Key Responsibilities Include:

- Acting as the first point of contact for visitors, telephone calls and enquiries
- Providing reception and customer service support
- Managing incoming and outgoing correspondence
- Maintaining room booking systems and preparing meeting rooms
- Providing administrative support to the Mayor and Deputy Mayor
- Assisting with the organisation of civic events and ceremonial functions
- Supporting Council meetings, agendas and administrative processes
- Maintaining accurate records, filing systems and office procedures
- Working collaboratively with colleagues to provide administrative support across the organisation

The Ideal Candidate Will Have:

- Experience working in an administrative or customer service environment
- Excellent communication and interpersonal skills
- Strong organisational skills and attention to detail
- Experience using Microsoft Office and office systems
- The ability to manage competing priorities and work independently
- A professional, approachable and flexible attitude
- An understanding of confidentiality and data protection requirements

Experience within local government, meeting administration, event organisation or civic support roles would be advantageous but is not essential.

What We Offer

- Local Government Pension Scheme
- Generous annual leave entitlement
- Training and professional development opportunities
- A varied and rewarding role at the heart of the local community
- Supportive and friendly working environment

This role offers a unique opportunity to support civic life in Ledbury, working closely with elected Members, community groups and local residents while helping to deliver important services and events throughout the town.

For an application pack and further information please contact:

Angela Price

Town Clerk

Ledbury Town Council

Email: clerk@ledburytowncouncil.gov.uk

Telephone: 01531 632306

Closing Date: 24 June 2026

Interview Date: Week commencing 29 June 2026

Ledbury Town Council is committed to equality of opportunity and welcomes applications from all suitably qualified candidates.