

LEDBURY TOWN COUNCIL

JOB DESCRIPTION

Post Title:	Receptionist/Civic Support Administrator
Reporting to:	Finance & Governance Manager
Hours:	37 hours per week
Salary:	SCP 4-6
Location:	Ledbury Town Council Offices

1. Purpose of the Role

To act as the first point of contact for members of the public, providing reception and administrative services to support the effective operation of Ledbury Town Council.

The postholder will provide administrative support across the Council office, including support to the Mayor and Deputy Mayor, and will work as part of the administrative team to ensure continuity of service across all administrative functions.

All administrative officers are expected to work collaboratively and provide cover for each other's duties when required.

2. Core Administrative Duties (Shared Responsibilities)

All administrative staff are expected to support the following functions:

- Provide general administrative support to the Town Clerk, Deputy Clerk and other officers.
- Respond to enquiries from residents, councillors, and partner organisations.
- Assist with the preparation and distribution of Council agendas and reports.
- Support Council and committee meetings where required.
- Maintain accurate records and filing systems.
- Assist with organising Council events and civic functions.
- Maintain office systems including diaries, booking systems, and document management.
- Assist with updating Council communications including website information where required.
- Work collaboratively with colleagues to ensure continuity of service.

3. Reception Responsibilities

- To act as the first point of contact for visitors, telephone calls and general enquiries.
- Maintain a welcoming and professional reception environment.
- Manage incoming and outgoing correspondence.
- Maintain booking systems for Council rooms and meeting spaces.
- Prepare meeting rooms for Council meetings and events.
- Maintain visitor information and tourist leaflets.
- Provide basic visitor and tourist information.

4. Civic and Mayoral Support

- Provide administrative and secretarial support to the Mayor and Deputy Mayor, including diary management, correspondence and liaison with external organisations.
- Assist with planning and organisation of Civic events, including:
 - Remembrance Day
 - Mayor's Civic Service
 - Armed Forces Day
 - Mayor's charity events
- Assist with invitations, guest lists and event arrangements.

5. Team Working and Cross-Cover

The postholder will be part of the Council's administrative team and will be expected to:

- Provide cover for colleagues during periods of absence or high workload.
- Assist with meeting administration, minute taking and agenda preparation where required.
- Support administrative functions across the organisation.

6. General Duties

- To undertake training relevant to the role.
- To follow Council policies and procedures.
- To undertake any other duties commensurate with the role as directed by the Town Clerk or Deputy Clerk.

10.03.2026

LEDBURY TOWN COUNCIL

PERSON SPECIFICATION – ADMINISTRATION TEAM (Shared Person Specification (for all three roles))

	Essential	Desirable
Qualifications	GCSE (or equivalent) in English and Maths	
Experience	Experience working in an administrative role	Experience working in local government or the public sector
	Experience working in a busy office environment	Experience of minute taking or meeting administration
	Experience using Microsoft Office and office systems	
	Experience supporting events or public engagement	
Skills and Knowledge	Strong communication skills (written and verbal)	Knowledge of local communities and organisations
	Good organisational skills and ability to prioritise work	
	Ability to maintain accurate records	
	Understanding of confidentiality and data protection	
	Awareness of customer service principles	
	Ability to work independently and as part of a team	
Personal Attributes	Professional and approachable manner	
	Reliable and well organised	
	Flexible approach to work	
	Willingness to undertake training and development.	

This job description is not exhaustive and may be reviewed periodically to reflect the evolving needs of the Council. Changes will be made in consultation with the post holder.

