

LEDBURY TOWN COUNCIL

JOB DESCRIPTION

RECEPTIONIST/ADMINISTRATIVE ASSISTANT & CIVIC SUPPORT OFFICER

Job Grade:	SCP Range: 7-12
Salary:	£20,092 - £21,589
Contracted Hours:	37 hours per week
Contracted Days:	Monday – Friday inclusive
Contract Type:	Full Time – Permanent
Responsible To:	Deputy Town Clerk
Based At:	LTC Main office
Car User:	Casual User Only
Job Description Date:	February 2021
Politically Restricted Post?	No
Enhanced CRB Check?	No

Purpose of the Role:

- To be the first point of contact for people contacting the Town Council, either in person or by telephone.
- To provide administrative support to the Clerk and Deputy Clerk, as well as other members of the Council team, including councillors on a variety of administrative tasks and other projects.
- To provide administrative support to the office of Mayor and Deputy Mayor.

Receptionist/Administrative Role

1. To provide general office and reception duties.
2. To welcome all visitors and deal with enquiries as appropriate.
3. Maintain the reception area in a clean and tidy manner.
4. Maintain an accurate diary of bookings of Council rooms and external rooms being used by the Council for meetings and other events.
5. Liaise with the Administrative Officer in relation to wedding enquiries, bookings and requirements etc.

6. Prepare all rooms for Council Committee meetings, working groups and/or general meetings.
7. Manage all incoming and outgoing mail and record and pass to Clerk for distribution
8. Arrange weekly testing of fire alarms, maintain accurate keyholder lists and manage defibrillator units.
9. Assist in the planning and organisation of Council events and attendance thereof
10. Preparation and despatch of Council agendas and papers as required and attendance at meetings for the purposes of taking and transcribing minutes
11. Assist the Community Development Officer with the management and day to day running of the Charter Market.
12. To report all complaints to the Clerk or Deputy Clerk in their absence.
13. Maintain adequate stock levels of stationery and office sundries, ordering as required.
14. Undertake research and retrieve information, on behalf of the Clerk and Deputy Clerk as required.
15. To maintain the electronic and hard copy filing systems.
16. To provide a reliable and confidential administrative support to the council.
17. To undertake one-off projects as directed by the Clerk or Deputy Clerk.
18. Assist the Community Development Officer on all aspects of providing a marketing service for the council, as required.
19. To maintain the sickness absence/holiday records
20. To maintain Councillor attendance record
21. To assist with updating the Council website and social media platforms

Civic Support Role

1. Manage and provide secretarial support to the Mayor and Deputy Mayor of the Council, including liaising with third parties as necessary, briefings, managing diaries etc.
2. To lead on arrangements for Civic Events such as Remembrance Day, Mayor's Civic Service, Armed Forces Day and Mayor's charity events.

General

1. To deal with enquiries from Members of the Public or Councillors or direct them to the respective officer as appropriate.
2. To undertake training as required.
3. To undertake any reasonable duties, commensurate with the level of the role, as directed by the Town Clerk and Deputy Clerk.
4. To prepare risk assessments for your area of responsibility

PERSON SPECIFICATION

RECEPTIONIST/ADMINISTRATIVE ASSISTANT & CIVIC SUPPORT

	Essential	Desirable	Identified by:
Educational Qualifications			
Educated to GCSE Level 3 or above in English and Maths	<input checked="" type="checkbox"/>		Application form
Relevant administration and/or IT qualifications	<input checked="" type="checkbox"/>		Application form
Work Experience			
At least two-years' experience in an administrative role	<input checked="" type="checkbox"/>		Application Form
Experience of working in local government or similar environment		<input checked="" type="checkbox"/>	Application form
Experience of working in a busy office environment		<input checked="" type="checkbox"/>	Application and interview
ICT Literate and competent user of various software packages	<input checked="" type="checkbox"/>		Application and interview
Skills and Knowledge			
Good communication skills – face to face written, social media and website	<input checked="" type="checkbox"/>		Application and interview
Good written skills – able to write general correspondence	<input checked="" type="checkbox"/>		Application and interview
Understanding of GDPR		<input checked="" type="checkbox"/>	Application and interview
Understanding of Health & Safety		<input checked="" type="checkbox"/>	Application and interview
Understanding of risk management and preparation of risk assessments		<input checked="" type="checkbox"/>	Application and interview
Knowledge of Ledbury and the surrounding areas		<input checked="" type="checkbox"/>	Application and interview
Understanding of working within parameters of organisational policies and procedures		<input checked="" type="checkbox"/>	
Personal Attributes			
Well organised and able to prioritise workload	<input checked="" type="checkbox"/>		Application and interview
Able to work on own initiative and as part of a team	<input checked="" type="checkbox"/>		Application and interview
Self-motivated and able to problem solve	<input checked="" type="checkbox"/>		Application and interview
Committed to continuous development within the sector		<input checked="" type="checkbox"/>	Application and interview
Ability to work flexibly, including attending evening meetings and weekend events	<input checked="" type="checkbox"/>		Application and interview