

Job Description

Post Title: Receptionist and Administration Assistant



St Ives Town Council

Salary: Grade 3 (SCP 5 to 6)

Responsible to: Office Manager

Part Time: Hours - 22 hours

1. Job Overview

- 1.1 Responsible for providing administrative support in order to ensure that the Council's services are provided in an effective and efficient manner, involving managing the reception desk, enquiries inbox, committee work, projects and general office support.
- 1.2 Responsible for the day-to-day management of the Council's reception providing a welcome to the Council's customers, dealing with enquiries, comments and complaints and ensuring that customers queries are resolved as efficiently and courteously as possible including signposting to other organisations and services.
- 1.3 Assist the Town Clerk and other service managers and the support services team, as requested.
- 1.4 To maintain Council standards in relation to office management, front desk support and excellent customer service.
- 1.5 To undertake a range of project work and support work and deal with a wide range of queries from service managers, the general public and councillors.
- 1.6 Administer one-off room bookings for Guildhall Upper Rooms

2.0 Office and Team Support Services

- 2.1 Reception duties – answering basic enquiries and relaying phone / email / face to face enquiries outside the scope of this role, to the appropriate staff member or signpost to other organisations / external contacts. To draft responses to correspondence received, in consultation with the Town Clerk, Office Manager or appropriate service manager.
- 2.2 Develop and maintain a current and well organised general filing system.
- 2.3 Provide word-processing, secretarial, administrative and project management support, including appointments and arranging officer level meetings.
- 2.4 Carry out administrative duties such as filing, copying, scanning, writing letters and emails, maintaining computer and manual filing systems, etc.

- 2.5 Assist the Town Clerk as and when required with correspondence and actions arising from Council and Committee Decisions.
- 2.6 Co-ordinate the repair and maintenance of office equipment, dealing with contractors, deliveries and tradespeople.
- 2.7 Assist the Town Clerk and Office Manager with processing requests under Freedom of Information Act and Data Protection GDPR legislation to ensure that these are dealt with within prescribed timescales and to gather information from relevant officers / files where appropriate.
- 2.8 Creation of ID Badges for staff volunteers and licence holders
- 2.9 Work with the team members to create, record and monitor written procedure guides for activities undertaken by the support services team, so that in the event of staff absence within the team there is in place a written procedure to follow on a step-by-step basis for each and every activity and duty undertaken by the support services team.
- 3.0 **Communications and Community Engagement**
- 3.1 Manage the Council's enquires in person, via the email Enquiries Inbox and post. Respond accordingly and log to shape/ prioritise communications.
- 3.2 Manage the Council's social media accounts and update and maintain, as necessary.
- 3.3 Work with service managers to update the Town Council's newsletters and website content. To assist managers in the drafting of marketing, promotional and media content including press releases, articles, adverts and notices.
- 3.4 Manage the Council's survey monkey account and prepare and undertake surveys and community consultation exercises, analysing and publishing findings to support policy making.
- 4.0 **Committee Services**
- 4.1 Assist in the planning and preparation of Council and Committee meetings, including compiling the agendas, confidential information and report bundles to ensure timely despatch to Councillors, in line with statutory requirements.
- 4.2 To set up and attend meetings as required (some of which will be in the evening), to take notes / minutes as required and to assist in the follow up actions resulting from meetings.
- 4.3 To schedule and co-ordinate working groups and panels as requested and prepare any necessary documentation.
- 4.4 Administration of Public Spaces Protection Order (PSPO) Licences.

5. Financial Support

- 5.1 Receive, record and provide receipts for any payments collected.
- 5.2 Re-order supplies and services as required by Service Managers, with appropriate authorisation.
- 5.3 Print off invoices and complete paperwork for management authorisation.
- 5.4 To act in accordance with the provisions of the Standing Orders, Financial Regulations and Scheme of Delegation of the Town Council.

6.0 Civic and Community

- 6.1 Assist the Town Clerk and other team members with the organisation and arrangements of the various civic and community functions and events of the Town Council.
- 6.2 To support/cover for the Administrative (Weddings and Civic Events Officer) for the day-to-day management and organisation of the Mayor and Deputy Mayor's diaries and civic engagements.

7.0 General / Other duties

- 7.1 To provide occasional project support to service managers in order to develop plans and strategies, as required.
- 7.2 Some weekend and evening working is required to assist the arrangements of civic functions and attendance at meetings of the Council and committees.
- 7.3 To be aware of and adhere to applicable rules, regulations, legislation and procedures (e.g. Health and Safety, Data Protection, etc)
- 7.4 To maintain confidentiality of information acquired in the course of undertaking duties for the Town Council.
- 7.5 To be responsible for your own continuing self-development, undertaking training as appropriate.
- 7.6 Other reasonable duties in line with this post, which are part of and incidental to the work of the Town Council.

St Ives Town Council

Receptionist and Administration Assistant



Person Specification

| | Importance | How Assessed |
|--|------------|-------------------------------------|
| Experience | | |
| A minimum of 2 years working in an office environment. | Essential | Application, references, interview. |
| A minimum of 2 years of experience of working in a customer service environment. | Essential | Application, references, interview. |
| Experience of procurement and the ordering of goods and services. | Essential | Application, references, interview. |
| Experience in project work and the principals of project management. | Desirable | Application, interview. |
| Experience in Council meetings, including preparing agendas and minuting meetings. | Desirable | Application, interview. |
| Knowledge | | |
| Knowledge and good understanding of all general office and administrative procedures. | Essential | Application, references, interview. |
| A good working knowledge of delivering a public service within a local government setting. | Desirable | Application, interview |
| A good local knowledge of St Ives and its constituent communities. | Desirable | Application, interview. |
| Knowledge and understanding of GDPR. | Desirable | Application, interview |

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| Skills | | |
| Excellent organisational skills. | Essential | Application, interview |
| Commercially astute and able to recognise how to purchase goods and services for the Council to deliver value for money at all times. | Desirable | Application, interview |
| Excellent customer care skills, with an ability to connect with and build positive, meaningful relationships with a wide range of people, in both written and spoken English. | Essential | Application, references, interview. |
| The ability to work effectively within a team, making constructive contributions and taking a fair share of the work. | Essential | Application, references, interview. |
| Highly proficient in the use of social media platforms especially Instagram, Facebook and Twitter. | Essential | Application, references, interview. |
| Highly proficient in the use of computer information systems including Microsoft office Outlook, Word and Excel. iZettle, Mailchimp, Scribe and WordPress are desirable. | Essential | Application, references, interview. |
| Able to work to deadlines, meet outputs and delivery targets whilst managing competing priorities. | Essential | Application, references, interview. |
| Numerate with accuracy and attention to detail. | Essential | Application, references, interview. |
| Qualifications | | |
| GCSE maths and English. A relevant technical, professional or vocational qualification. | Essential Desirable | Application, interview. |
| Other | | |
| Willingness to work flexibly. | Essential | Interview. |
| Possession of a full driving licence. | Desirable | Application. |