



# Axminster Town Council



## JOB DESCRIPTION AND PERSON SPECIFICATION

**Job Title: Administrative Assistant (Permanent Role)**

**Reporting to:** Clerk and Responsible Finance Officer

**Hours of Duty:** Part-time or Full-time, 30 to 37 hours per week – and may include some evenings, and occasional weekend work.

**Salary: SCP Range 11 to 13 - £11.50 to £11.97 per hour.**

**Plus, membership of the Local Government Pension Scheme (contributory and non-contributory).**

The Administrative Assistant is a key role for Axminster Town Council often being the first point of contact for the public. The postholder will work closely with other Council employees and Councillors on a variety of reception and administrative responsibilities. The role involves dealing with enquiries, providing administrative support to the team, and holding key responsibility for effective social media and web-based communications.

### JOB PURPOSE

To provide administrative and clerical support for the Town Council.

To provide reception services and deal with enquiries from members of the public, directing them to Council Officers and alternative service providers where necessary.

To create and manage high quality communications on behalf of the Council.

To create, maintain and interrogate confidential computerised records to ensure accurate and current data is available to inform and report the business of the Council.

### ROLES AND RESPONSIBILITIES

The Administrative Assistant will be expected to work within Council's policies and procedures or as determined by the line manager. There will be occasions when the post holder will be expected to use their initiative and discretion in providing a high standard of service to the public and Councillors. There will occasionally be a need to work with members of the public who are unhappy with elements of the Council's work or who wish to discuss issues of a sensitive or distressing nature.

The post holder will be expected to contribute to service development and review - especially where they will be responsible for its delivery.

- To provide reliable and confidential administrative support to the Town Council and to assist the Town Council in meeting its legal requirements.
- To act as the first point of contact for the Town Council – providing the face-to-face contact, responding to emails and to personal and telephone enquiries from the public, giving appropriate guidance and directing enquiries to the appropriate Officer.
- To provide office services as required: distribution of information, displaying Council agendas, notices and other information on the notice boards and website, and to undertake word processing and associated duties, including letters, memoranda, reports.

- To be responsible for communications on behalf of the Council - to maintain the Council website, upload content to social media sites and other Council communications in a timely way.
- To ensure data quality and the integrity of management information through the proper use and safekeeping of data and record systems both manual and computerised. To maintain effective filing systems for the manual and electronic recording and collation of data.
- To populate and maintain the intranet and to maintain a diarised record of events and requests.
- To arrange meetings for Councillors and Officers, prepare Council premises for meetings and provide refreshments as requested, circulate agendas, minutes and papers, attend Council meetings and prepare draft minutes for the Clerk as and when required.
- To assist in the organisation of civic functions for the Council
- To assist in ensuring the Council buildings and equipment meet the required legal compliances. To operate systems that provide for the efficient and proper hiring and use of council facilities and services, such as the use of rooms in Council buildings.
- To liaise with caretakers and cleaners to ensure smooth running of Council facilities. Place orders and manage stationery and cleaning supplies.
- To liaise with contractors and suppliers.
- To provide day-to-day administrative support to the Responsible Financial Officer to ensure the efficient and effective management of council income and expenditure and to assist with budget setting and statutory Local Authority annual accounting return submissions.
- To circulate planning applications to the members of the Planning Committee and co-ordinate planning responses.
- Any such other office duties as may be required to support the Clerk & Responsible Financial Officer, the Council Administrator, the Mayor and Councillors.

#### **PERSONAL RESPONSIBILITIES**

- To attend training courses or seminars on the work and role of the Administrative Assistant as required by the Council.
- To acquire the necessary professional knowledge required for the efficient administration of the affairs of the Council.
- To attend conferences and events as a representative of the Council if required.

*Continued Overleaf*

## PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Qualifications</b>			
Maths and English G.C.S.E. or N.V.Q. Level 2 which includes literacy and numeracy.	√		Application form Certificate production.
<b>Relevant Experience</b>			
Previous experience working in a public-facing office position.	√		Application form Interview Test
Experience of using technology to prepare and deliver high quality communications – social media, website management	√		
Experience of using data storage and retrieval systems to manage and present data : Excel, Word, PDF etc	√		
Knowledge of or experience with routines of Parish Councils and Local Government		√	
<b>Personal Skills</b>			
Tact and respect in dealing with members of the public, ability to prioritise and manage challenging situations	√		Application form Interview Test
Ability to work both on own initiative and as part of a team.	√		
Interest in personal development and training	√		
Willingness to cover other duties/absences as and when required possibly at short notice with flexibility	√		Application form Interview

**Also: Clean driving licence (Desirable)**