**LITTLEHAMPTON TOWN COUNCIL**

**Job Description**

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| **DEPARTMENT:** | Admin Team |
| **LOCATION:** | Littlehampton, Manor House |
| **JOB TITLE:** | Admin Assistant |
| **GRADE:**  | NJC Scale 3 SPC 5-6 (£18,795 - £19,171 pa pro rata £15,239 - £15,544) |
| **RESPONSIBLE TO:** | PA to the Town Clerk |

**MAIN PURPOSE OF THE ROLE:**

The provision of an effective central administrative and clerical support service to facilitate the day to day running of the Town Council.

Providing support and cover for the Personal Assistant to the Town Clerk, Mayoral & Administrative Officer and Admin Team.

To provide cover for the reception service for the Town Council Offices and Museum.

Maintain a wide range of records and databases for the Town Council in respect of the Amenity Team, Manor House, Community Centres, Allotments and administering these and other functions in accordance with Council policies and procedures.

**Key Tasks**

1. To undertake all filing, typing and other office duties required to ensure the efficient management and running of the Town Council service.

2. To use a variety of software packages and Microsoft Office to undertake the role.

3. Logging and monitoring the work of the Amenity Team through an electronic job ticket system liaising with the Amenity Team on a regular basis.

4. To make room booking arrangements using the Bookings database for the Manor House, Community Centres and Weddings in liaison with the Caretaker Supervisor.

5. To assist with the general administration and letting out of allotment plots, including collection of rents and using the Allotments database.

6. To assist with maintaining and updating pages on the Town Council’s website.

7. To monitor and maintain data/statistics, databases and records appropriate to all services and other activities of the Town Council including Street Scene, Amenity Team, Allotments, Community Centres, Room Hirers, Tree Planting and Event Equipment.

8. To provide cover for the reception function to the Town Council offices, to include answering the telephone, taking money, dealing with the post and managing enquiries from the public and visitors.

9. Provide support to the Democratic Services Team as required e.g. meeting agendas and minutes.

10. To maintain stocks of office supplies and advise on stocks to be ordered. To co-ordinate on behalf of the Council the purchase of office equipment.

11. To operate an accurate and comprehensive filing system, keeping accurate references.

12. To assist with special projects from time to time as required.

13. To comply with the Town Council’s Health and Safety Policy at all times.

14. Apply consistently the principles of Equal Opportunities, as embodied in the Town Council’s policies and practices throughout the duties outlined.

15. To undertake available training opportunities identified through appraisal and supervision and show a commitment to continuous development, to maximise your potential and ensure the efficient and effective delivery of Town Council services.

16. To undertake any other tasks commensurate with the grading of the post, as required by the manager/supervisor or the Town Clerk, ensuring that all duties undertaken are done so in accordance with departmental policies, practices, procedures and standards.

This job description sets out the duties of the post at the time when it was drawn up.  Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed.  Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

**LITTLEHAMPTON TOWN COUNCIL**

**Person Specification**

Post Title: Admin Assistant

Location: Littlehampton

Grade: NJC Scale 3 SPC 5-6

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|  | **Essential Criteria** | **Desirable Criteria** | **Method of Assessment/****Source of Information** |
| **Key Skills & Abilities** | * Excellent ICT skills, able to use Microsoft Office software with confidence
* Proficient with the Internet, Email and Social Media
* Ability to communicate effectively both verbally and in writing to a range of audiences including customers, councillors, third party contractors and colleagues
* Ability to effectively organise own workload and meet tight deadlines, managing changing and conflicting demands
* Ability to undertake a diverse workload
* Ability to make decisions that fall within level of responsibility
* Ability to use own initiative and work independently
* Ability to respond positively and proactively to unexpected problems and situations
* Ability to take notes
* Good numeracy and literacy skills
 | * Negotiation skills
* Shorthand
* Transcribing skills
 | Application form/Interview/Reference |
| **Education &****Qualifications** | * GCSE Maths and English or equivalent

 | * Secretarial/

Administrator qualification. | Application form |
| **Knowledge** | * Working knowledge of Microsoft Word, Excel, Power Point, Outlook and Internet Explorer

 | * Knowledge of the services provided by Littlehampton Town Council
* Knowledge of Littlehampton
* Awareness of equal opportunities, Equality Act 2010
 | Application form/Interview |
| **Experience** | * Experience of working in an office environment.
* Of social media, databases and the Internet
* Providing customer focussed services to the community
* Use of office systems and equipment
* Working in a busy environment/office
 | * Experience of assisting with events/functions
* Reception/Front of house
 | Application form/Interview/Reference |
| **Personal Attributes** | * Excellent interpersonal skills
* Ability to work in a team
* Willingness to take on a range of tasks as required
* Customer focused
* Flexible and self-motivated approach to work
* A positive approach to problem solving
* Diplomatic and assertive
 |  | Application form/Interview |
| **Other** | * Flexible with working hours
* Ability to undertake manual handling tasks
 | * Ability and willingness to work evenings and at weekends, particularly to cover weddings, civic functions etc
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| **Date (drawn up): 11.10.2019****Reference of Officer(s) drawing up person specifications : ZG, LC** |