

JOB DESCRIPTION

JOB TITLE	Administrative Officer - Maternity Leave cover up to 12 months (part time)
RESPONSIBLE TO	Senior Administration Officer & Head of Democratic and Central Services
JOB SUMMARY	To provide administrative support and to assist with the day-to-day activities of the general office and reception.
GRADE	7-12
SALARY	£24,294 - £26,421 full time (pro-rata)
HOURS	20 - 25 hours per week (to be agreed with postholder)
LOCATION	The White House, Hockliffe Street, Leighton Buzzard

DUTIES AND RESPONSIBILITIES

SPECIFIC

Working alongside the Senior Administration Officer, to:

1. Undertake the day to day maintenance and updating of the Town Council's websites including uploading content, creating and editing pages, monitoring content for accuracy and adding information on new activities and services.
2. Create social media content including creation of graphics using Canva software.
3. Manage the day-to-day scheduling, posting, monitoring and reporting on Town Council social media channels and profiles, including responding to comments and messages as appropriate.
4. To be the first port of call for all incoming telephone calls, emails and in-person visitor queries, answering where possible or redirecting as appropriate.

GENERAL – as part of the Central Services team:

5. Where required, to open up The White House each day (unlocking post room/admin office, opening front door, ensuring phones/systems are on) and/or closure at the end of each day, ensuring any daily processes are undertaken.
6. To process or forward all incoming post and email.
7. Handle in-house sale of tickets and general collection of payments due.

8. Ensure the reception and post room areas are tidy and organised and generally assist with the maintenance of a safe, clean and uncluttered working environment.
9. General filing, archiving, labelling, photocopying and other administration functions as required, for example raising order requisitions.
9. Monitoring and ordering of central supplies including stationery and refreshments.
10. Help set up White House meeting rooms for both internal and external meetings, including drinks, refreshments and equipment as required.
11. Assist with recruitment administration for any area of the Town Council as requested. This may include receiving incoming applications, acknowledging receipt, scheduling interviews or sending correspondence by letter/email.
12. As required, help ensure the smooth running of the White House. This may include: weekly fire alarm tests, liaising with the landlord, organising the services of electricians/plumbers/locksmiths as required, ordering cleaning supplies, sourcing furniture or equipment, seeking supplier support on IT equipment/copiers/phones as needed.
13. Where operational capacity allows, assist other services within the Town Council with general administration or project led tasks.
14. Maintain confidentiality at all times in respect of Council-related matters and prevent disclosure of confidential and sensitive information.
15. Adhere to all internal timescales.
16. Understand the Town Council's policies, in particular as set out in the Employee Handbook, the Health and Safety Policy and Data Protection policies and understand your responsibility to comply with the requirements.
17. Undertake any other duties of a similar level and responsibility as may be required.

PERSON SPECIFICATION

<i>Attributes</i>	<i>Essential</i>	<i>Desirable</i>
Education and Training	Educated to GCSE level with Maths and English at Grades A*-C or equivalent	
Relevant Experience	<p>Front line customer service experience</p> <p>Work experience in a role in which administration skills, multi tasking and accuracy were requirements</p>	<p>Working in the community or local government</p> <p>Social media experience</p>
Knowledge	Good standard of ICT skills including competence in the use of MS O365 applications such as Outlook and Teams	<p>Use of website content management system – esp. WordPress</p> <p>Experience of Canva software</p> <p>Knowledge and experience in Council protocol</p> <p>Use/upkeep of office equipment i.e. photocopier, fax, franking machine</p> <p>Local knowledge of Leighton Buzzard</p> <p>Familiarity with Health & Safety regs.</p>
Skills & Abilities	<p>A positive approach to customers and customer service with exceptional interpersonal and communication skills</p> <p>Able to demonstrate the ability to write grammatically correct letters</p> <p>A high level of accuracy and attention to detail</p> <p>Highly organised, able to multitask and have the ability to cope with conflicting demands, deadlines and interruptions</p> <p>A willingness to operate as a member of a team</p> <p>Possess a clear and professional telephone manner</p>	<p>Able to demonstrate an ability to prioritise tasks</p> <p>Willingness to undertake further training as appropriate</p>

Other Provisions (pro rata)

Annual leave 24 days

Annual leave after 5 years completed service 28 days

Annual Leave after 10 years completed service 30 days

Bank Holidays, plus 3 extra statutory days (in addition to annual leave entitlement).

Office opening hours are Mon – Thurs: 0830 - 1700 and Fri: 0830 – 1630.

Overtime is not permitted unless expressly agreed in advance by the Town Clerk.

Period of Notice - one month.

Leighton-Linslade Town Council is an equal opportunities employer.

This is a description of the job as it is at presently constituted. It is the practice of this Council to periodically examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. Management, in consultation with the employee, conducts this procedure. It is the Council's aim to reach agreement to reasonable changes, but if agreement is not possible the Council reserves the right to insist on changes to your job description after consultation with you.

Name of Postholder

Signature of Postholder

Signature of Line Manager

Signature of Town Clerk

Date