



Job Description

Office Assistant

Status

Salary: £18,562

Contract: Full Time and permanent

Manager: Town Clerk

Base: Hamilton House

Working Environment: Primarily office-based

Hours: 37 hours paid work per week, with flexible working where required (includes some early starts, evenings and occasional weekends)

Pension: Local Government Pension Scheme

Qualifications: 5 GCSEs (or equivalent) including Mathematics and English Language and experience of administration and customer service

Role

The Office Assistant is appointed as a professional providing receptionist and administrative functions and will have the flexibility to work within a small team to support the wider work of the Council.

Responsibilities

Providing a reception service including through covering the reception desk, greeting visitors, covering telephone calls and dealing with enquiries.

Agenda preparation and minute-taking at meetings, including some Committees, Sub-Committees, Working Groups and other meetings; some take place in the evenings.

Providing office administrative support including:

- Arranging meetings
- Managing the office diary
- Data management and filing
- Arranging/booking travel, conferences, events and training
- Scanning and photocopying
- Maintaining and ordering office supplies
- Writing letters and emails
- Collecting, logging and distributing mail
- Supporting councillor attendance at meetings and events
- Managing room and other bookings
- Providing back-up support for internal and external communications

Providing refreshments at meetings and events, including setting up and clearing away afterwards.

Ensuring good housekeeping and cleanliness is maintained to support the health and safety of the office, such as checking the offices and reporting cleaning or safety problems, and performing general functions such as loading the dishwasher and watering plants (to complement the activities of the cleaning team).

Supporting Council events, where required, for example, all staff are usually required to attend to help set up, support and close down on Remembrance Sunday.

Attend training courses relevant to this role and, as required, for wider support to the organisation.

Conduct any other tasks and projects, as required and as commensurate with this post, to help ensure the smooth-running of the Council.

Take responsibility for own health and safety and that of councillors, the public, other staff and other relevant parties, and, as appropriate, to take action or cooperate or report related matters to the Town Clerk and other relevant person.

To actively contribute to the Council's efforts to address the climate emergency in relation to its work, services and asset management.

Person Specification

Office Assistant

Ability to work flexible hours, including evening (and occasional days at the weekend) and participate in an on-call system when required.

May be required to home-work in part (or full when necessary).

Warm, outgoing and professional personality.

Credibility required for representing a public authority.

Appropriate clothing for representing a public authority.

Excellent telephone, verbal and written communication skills (including a good command of grammar and spelling).

Excellent office and communication etiquette and ability to work well within a team.

Ability to type quickly and accurately.

Ability to digest and summarise information effectively.

Proficient office administration and IT skills (Excel is an advantage).

A strong work ethic and an ability to work well under pressure.

A self-starter who works well within a small team.

Commitment to maintaining confidentiality and acting with discretion and sensitivity when required.

Ability to interact effectively, respectfully and productively with persons of all backgrounds.

Holds or has the ability and willingness to train to obtain a Food Hygiene certificate.

Experience of public service and/or an ability to adopt a public service ethos.

An unblemished financial background and prepared to undergo a credit check.

Without unspent criminal convictions and prepared to undergo a basic disclosure check.

Driver with own car is preferred as some travel to other sites might be needed and some evening and weekend work must be accommodated.