

HAYLE TOWN COUNCIL



JOB DESCRIPTION

Job Title: Reception and Administration Officer

SCP spinal points 7-12
£26,403 - £28,598 (pro-rata)
21 hours per week

Responsible to: Deputy Clerk

Main Objectives:

To act as first point of contact with the public and to ensure the efficient and effective working of the Town Council's operations.

Functional links with:

Management team: Town Clerk, Deputy Clerk (Line Manager) Facilities and Contracts Manager, Responsible Finance Officer (RFO).

All other staff of the Council, including the Library; Members of the Council; Members of the Public; Tenants and Allotment Holders.

Duties and Responsibilities:

- To be the first point of contact for the Council and its staff, via the reception desk, email or telephone. To carry out reception duties in a professional manner, including assisting with general enquiries, recording and distributing messages as required, including keeping the reception area in an orderly state.
- To be responsible for the Civic Diary, to liaise with the Mayor and Deputy Mayor in order to accept/respond to civic invitations appropriately and to keep relevant records

- To attend Town Council and/or Committee meetings, when required and assist with the production of agenda's and minutes of such meetings.
- To assist with the planning and preparation of all of the Council's Civic events. To attend and assist at Council-wide events, such as the Civic Service and Reception, the Annual Council Meeting (including Mayor-Making) Charity and Community Events with other members of staff.
- To open, sort, date stamp and distribute incoming mail and to be responsible for logging, franking and posting all outgoing mail; to monitor the general info@ email address.
- To be responsible for and to manage the maintenance of the filing system, filing and archiving, including maintenance of the press cuttings file.
- To maintain the Council's address database and to provide lists generated from the database as required.
- To be responsible for and to order stationery and other supplies required by the Council in consultation with the Deputy Clerk acting within financial guidelines.
- To be responsible for the administration of allotments, including tenancy agreements, waiting lists, annual invoices and receipts in conjunction with the RFO and Facilities and Contracts Manager.
- To be responsible for the administration of the cemetery and burial records in conjunction with the relevant managers.
- To provide wide ranging administrative support to the council Management Team with general administration including typing, photocopying, preparation of agendas, minutes, reports and booking meeting rooms as necessary.
- To be responsible for the displaying of Council notices and agendas, on the town's noticeboards according to statutory requirements.
- To assist the Engagement Support Officer with monitoring the Council's social media accounts and to respond to messages from the public appropriately; to assist with maintenance of the Town Council's website when required; to collate information for It's Happening Hayle and Newsletters etc.
- To prepare and serve refreshments for guests, colleagues and meetings when required.

- To attend appropriate training courses as agreed with the Deputy Clerk.
- To actively and positively contribute to the appraisal process and to follow up agreed actions.
- To work at all times in accordance with the Health & Safety at Work Act 1974 and to follow all Council procedures and guidelines which assist this.
- To work at all times in accordance with the Council's Policies, especially the Dignity at Work and Equal Opportunities policies.
- To undertake such other duties as may be required and to assist the team in the absence of other staff members.

Other:

- The post-holder may be required to attend evening meetings and/or other events for which time off in lieu or payment will be awarded.
- The post-holder will be expected to comply, observe and promote the values and behaviours of the Council in a professional and responsible manner.
- The post-holder will maintain confidentiality of information acquired while undertaking duties for the Town Council.
- All Council employees are responsible for the implementation of the Health and Safety Policy so far as it affects them, their colleagues and others who may be affected by their work. The post-holder is also expected to monitor the effectiveness of the health and safety arrangements and systems to promote appropriate improvements where necessary.
- There is an expectation that all employees will be committed to a programme of continuing professional development and be willing to learn new skills and keep abreast of new and improved methods of working, for the benefit of the people of Hayle and the Town Council.

NB This job description is intended to give the applicant/post-holder an appreciation of the role and the range of duties and responsibilities to be undertaken. It does not attempt to cover every activity. Specific tasks and objectives will be agreed with the post-holder at regular intervals. The post-

holder will be required, at all times, to perform any other reasonable tasks as requested by the Council in order to meet its operational needs.

Signed by Post Holder

Signed:..... Date.....