

Office Administrator Job Description and Personal Specification

Information about the Role

The post holder, as part of a small team, will support the day to day administrative functions of Thornbury Town Council and the services it provides. The council represents and serves the community of Thornbury and provides a range of services including the Mundy Playing Fields, the Chantry Field, several play areas, Thornbury Cemetery and the closed churchyard at St Mary's Church, the Armstrong Hall and the provision of local tourist information. The council also provides grants and other support to a range of local community organisations and events and we champion Thornbury and the community in work and projects with other agencies and organisations.

This is a full time role, 37 hours a week, and regular hours are normally 9am to 5pm, Monday to Friday, and will be confirmed with the postholder on appointment. It will be expected that the post holder will also work some evenings to attend council and committee meetings for which time off in lieu will be given. This post reports to the Deputy Town Clerk and has no direct staff supervision responsibilities. Subject to the right candidate(s), this position could be considered for job share or flexible working.

The post holder will be paid £18,870 to £19,819 (SP18-20), depending on skills and experience, and includes entitlement to join the local government pension scheme. Full training will be provided and the role will be subject to the completion of a satisfactory probationary period of three months.

Main Duties

The main duties associated with this role are:

1. To prepare and distribute information and agendas for Council and to attend council and committee meetings and take accurate minutes of the business conducted.
2. To maintain an accurate record of planning applications and decisions and submit responses in a timely manner.
3. To deal with and log all incoming and outgoing mail and associated records.
4. To process financial payments, invoices, petty cash and keep accurate financial records using Sage Accountancy systems.

5. To maintain accurate and up to date cemetery records and deal sensitively and confidentially with enquiries about the cemetery, burials and grave maintenance.
6. To provide administrative support for the Council's Grants process dealing with enquiries, application forms, awards payments and monitoring information.
7. To provide day to day management of the Council's Civic diary, the mayoral diary and arrangements for council functions and events.
8. To liaise with staff, users and hirers of the Armstrong Hall and other council facilities to arrange bookings and deal with enquiries, invoicing and payments.
9. To deal with day to day tourist information enquiries and ticket sales and manage stock for the tourist information centre.
10. To provide general reception duties, dealing with enquiries over the phone, in person and in writing, and undertake other general administrative support including typing of correspondence and documents, filing and management of our archives, and updating policies and procedures.
11. To carry out any other tasks that maybe required by the Town Clerk or Deputy Town Clerk commensurate with the role (this may include working from other town council sites).

Personal Specification

The successful applicant should be able to demonstrate the following qualifications, skills and experience necessary to meet the requirements of the role:

Essential

Good literacy and numeracy skills (5 GCSE's grade A to C or equivalent including English & maths)
Excellent communication, interpersonal and customer service skills
Experience of minute taking for meetings and preparing agenda papers
Ability to work thoroughly and accurately with a high level of attention to detail
Ability to work on own initiative, with minimal supervision and as part of a small team
Ability to take a flexible 'can do' approach to dealing with situations and issues as they arise
Good computer literacy skills and a working knowledge of email, internet, Microsoft Word, Excel and Access

Desirable

Knowledge of local government and the workings of Town and Parish Councils
Knowledge of Sage or other similar accountancy software
An interest in Thornbury and knowledge of the local area
Administrative qualifications

For further information about this post, please contact the Town Clerk on 01454 412103 or email clerk@thornburytowncouncil.gov.uk