

SHILDON TOWN COUNCIL
JOB DESCRIPTION

POST TITLE:	Administration Assistant		
DEPARTMENT:	Central Services	GRADE:	Scale 1 £16,394 p.a. pro rata From April 2019 £17,364 p.a. pro rata
		LOCATION:	Council Offices
RESPONSIBLE TO:	The Town Clerk		
Working Hours	27.5 hrs 10.30am – 4.30pm Monday – Thursday. 10.00am – 4.00pm Friday (Half hour unpaid break)		

KEY ROLE (JOB PURPOSE)

To provide the first point of contact for the public and to provide administration assistance for the Council's services.

DUTIES AND RESPONSIBILITIES SPECIFIC TO THIS POST

- Taking telephone calls and dealing with customers.
- To provide reliable and confidential administrative support to the Town Council
- To support the establishment, control and maintenance of accurate and up to date filing systems.
- Dealing with the post, photocopying, distribution of agendas, minutes and papers
- Place orders and manage stationery and cleaning supplies
- To deal with funeral directors and burial administration together with maintaining a cemetery data base.
- To update and manage the Town Council's website and social media
- The collation and processing of timesheets for Town Council staff
- To support the Accounts Clerk and assist in the payroll process, when necessary
- To support and assist with community and mayoral events.

The main duties and responsibilities of the post outlined above cannot fully define the existing or future activities that the postholder will be responsible for.

PERSON SPECIFICATION

JOB TITLE: Administration Assistant

DEPT: Central Services

SECTION: Admin

GRADE: Scale 1

REQUIREMENTS	ESSENTIAL	DESIRABLE	HOW IDENTIFIED (see key below)
EXPERIENCE/KNOWLEDGE <ul style="list-style-type: none"> • Experience in ICT systems including Microsoft Office packages. • Experience of working in a support role in a busy office environment. • Confident and proficient in handling queries both face to face and over the telephone 	√ √ √	Previous local government experience	A/F A/F
SKILLS <ul style="list-style-type: none"> • Good written, numeric and verbal skills. • Ability to communicate with people at all levels, including elected members. • Good organisational skills • Strong communication skills 	√ √ √ √	Social media skills and the ability to update and inform	A/F A/F A/F A/F
EDUCATION/TRAINING <ul style="list-style-type: none"> • A minimum of 5 G.C.S.E'S at grade 'C' or above or equivalent to include Maths and English 	√	BTEC National in Public Administration	A/I/P
PERSONAL ATTRIBUTES <ul style="list-style-type: none"> • Flexibility and ability to develop new skills and adapt to changing priorities and new ways of working. • Ability to work without direct supervision and achieve specified targets & standards. • To be tactful and diplomatic. • Ability to learn and take on 'higher level' tasks 	√ √ √ √		F A/F
OTHER RELEVANT (JOB SPECIFIC) POINTS Ability to maintain confidentiality	√		F

SIGNED:..... **DATE:**.....

A=Application, T=Test, I=Informal Interview, F=Formal Interview, P=Proof (certificates etc).

