

Job Description and Person Specification

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| JOB TITLE: | Receptionist / Administrative Assistant |
| PLACE OF WORK: | The Guildhall, Fore Street, Chard, Somerset TA20 1PP |
| PAY SCALE: | SCP 5-8 |
| HOURS: | 16 hours per week |
| REPORTS TO: | Operations Manager |

MAIN PURPOSE OF JOB:

- To provide high quality, comprehensive administrative support to the Council's officer team and a welcoming, efficient and courteous reception service to the Guildhall.
- To assist with the delivery of a broad range of the Council's services, developing good practice and promoting the Council's activities across all areas of operation.
- To signpost residents to the relevant organisations as required.

KEY TASKS

A. Reception Duties

- To assist in the smooth running of the reception area, directing members of the public as required and dealing with a range of queries in a timely and accurate manner.
- To provide Local Information as part of reception duties and help to develop an up to date information pack of attractions in the surrounding area.
- To operate the Council's main telephone system. This will include dealing promptly with queries and enquiries or referring callers to appropriate staff or organisations, and taking messages in a precise, accurate and courteous manner.
- To welcome visitors to the Guildhall and keep the visitor's book up to date.
- To deal with contractors and deliveries.
- To assist with the provision of information, up to date publicity materials and advice on the range of services offered at the Guildhall.
- To become familiar with the responsibilities of each tier of local government and to signpost local residents to the right authority and department.

B. Administrative Duties

- To provide general administrative support for the Officer Team.
- To develop and update both the hard copy and digital filing system of the Town Council.
- To undertake filing of important documents such as policies, Council minutes and Council agendas.
- To update the Council's website as required and to ensure that all the information on the website is accurate and up to date.



- To participate in new initiatives, projects and future changes in delivering improvements to Chard Town Council.
- To assist with the administration of the Council's allotments
- To assist with administering the Council's database for the management of the cemetery, internments and memorials and liaise with other relevant parties as necessary.
- To be responsible for keeping all stationery at the required levels.

These tasks are not an exhaustive list. There may be other duties and requirements associated with the post, and as such you may be required to undertake unspecified other duties and/or hours of work as may reasonably be required of you.

KEY SKILLS

Essential

- IT literate with working knowledge of all Microsoft packages.
- Good standard of general education
- Ability to learn new IT applications

Desirable

- Understanding of website working

EXPERIENCE

Essential

- Track record in customer service
- Managing and processing enquiries via the telephone and e-mail.

Desirable

- Knowledge of Local Government

KEY COMPETENCIES

Essential

- Excellent communication skills
- Have a proactive and 'can do' approach
- Teamworking
- Organised with attention to detail

Desirable

- Self-motivated and comfortable with autonomous working.

OTHER INFORMATION:

External and Internal Contacts

Councillors, customers, contractors, suppliers, members of staff and partner agencies.
Face to face, telephone, written and electronic communication.

Working Environment

Office based.

The Council operates a Smoke-free policy and the postholder is prohibited from smoking in any of the Council's buildings.

All staff must commit to Equal Opportunities and Anti-Discriminatory Practices.

Health and Safety at Work

Chard Town Council's Policy, and all relevant Health and Safety at Work Instructions are to be considered as part of this job description.

Data Protection Act 2018

All employees who are involved in the processing or handling of computer data have an obligation to comply with the terms of the Data Protection Act 2018 and the Council's Data Protection Policy.

Council Policies

The post-holder is expected to familiarise themselves with and adhere to all relevant Council Policies and Procedures.

Performance Management

You will be given an annual appraisal and six-monthly review that will form the basis of your Personal Development Plan and be linked to the Council's objectives. You will also receive collaborative one to one meeting on a regular basis with your line manager.
