



## GREAT DAWLEY TOWN COUNCIL

Job Title : Office Administrator  
 Hour : 24 hours per week, to be worked on a Monday to Friday, this will also include flexible working to include some weekends and evenings.  
 Salary : NJC SCP 15 to 19 : £17,972 to £19,446 (pro rata)  
 Terms : Permanent  
 Responsible to : Clerk

### Job Description

<b>1.</b>	<b>PURPOSE OF THE ROLE</b>
1.1	The role of Office Administrator is to carry out a range of administrative duties within the Town Council offices for both Great Dawley Town Council and Dawley Town Hall. The post holder will support the Mayor and Deputy Mayor with their calendar of events. The post holder will be responsible for the updating of the Town Councils website and social media.
<b>2.</b>	<b>MAJOR TASKS</b>
2.1	Office Administration. <ul style="list-style-type: none"> <li>- To provide general administration support to the Clerk and the Town Council staff, to include typing, photocopying, answering the phone, and filing.</li> <li>- To assist with the in-coming and out-going mail and ensure this is sent to the correct officer for action.</li> <li>- To provide reception support for the Town Council Offices and Dawley Town Hall.</li> <li>- To co-ordinate the ordering of any stationery requirements for the Town Council and ensure that the correct procedure and procurement process is adhered to.</li> <li>- To work with the Clerk to assist with the Parish's role as consultee for local planning issues.</li> <li>- To work with the Clerk to assist with the preparation of information to be disseminated to Councillors both hard copy and via the email.</li> </ul>
2.2	Mayor and Deputy Mayor – invitation administration. <ul style="list-style-type: none"> <li>- To co-ordinate the mayoral diary for both the Mayor and Deputy Mayor.</li> <li>- To liaise with the Mayor and/or the Deputy Mayor regarding the invitations and update on their requirements and involvement for each event.</li> <li>- To liaise with the event organisers to confirm attendance and protocols for the Mayor / Deputy Mayor ie if chains of office can be worn.</li> <li>- To co-ordinate correspondence for the Mayor and Deputy Mayor with regard to invitations and other correspondence ie Thank you letters.</li> </ul>

2.3	<p>Room Hire Bookings and Documentation.</p> <ul style="list-style-type: none"> <li>- To work with the Asset &amp; Facilities Officer to ensure the room booking system operates efficiently and effectively.</li> <li>- To work with the Asset &amp; Facilities Officer to ensure that hirers receive the hirer's documentation and paperwork as well as returned duly completed.</li> <li>- To work with the Asset &amp; Facilities Officer to ensure hirers are aware of conditions of hire and procedures if the facilities are not supervised.</li> <li>- To work with the Asset &amp; Facilities Officer to receive monies for room hire ensuring it is accounted for and all financial administrative procedures and associated cash handling management procedures are carried out correctly.</li> </ul>
2.4	<p>Website and Social Media Administration</p> <ul style="list-style-type: none"> <li>- To update the Town Councils' and Dawley Town Hall website with accurate and up to date information.</li> <li>- To positively use the Website and Social Media ie facebook and twitter to promote the Town Council and Dawley Town Hall.</li> <li>- To work with the Community Events &amp; Engagement Officer and the Asset &amp; Facilities Officer to update information regarding events held by the Town Council and the Town Hall.</li> </ul>
<b>3.</b>	<b>CONTACTS</b>
3.1	<ul style="list-style-type: none"> <li>- Report directly to the Clerk and work co-operatively with other members of the Town Council Staff.</li> <li>- Regular contact with Town Council and Borough Councillors.</li> <li>- Regular contact with residents and visitors.</li> <li>- Regular contact with users / hirers of the Town Council services operated</li> <li>- Daily communication with the team in order to pass on and receive information and ensure that the Town Hall and Town Council operate efficiently and effectively</li> <li>- Regular contact with officers from Telford &amp; Wrekin Council, other partners and agencies.</li> </ul>
<b>4.</b>	<b>HOURS OF WORK</b>
4.1	<ul style="list-style-type: none"> <li>- The post holder will generally work Monday to Friday, hours and times as agreed with the Clerk, but may include some evening and weekends.</li> <li>- Generally Great Dawley Town Council offices based at Dawley Town Hall are open from 8.30am to 5.00pm, Monday to Friday.</li> <li>- You will required to work a number of Town Council events throughout the year, on occasion these events are held in the evenings and weekends.</li> <li>- In the event of staff shortage the post holder may be required to work additional hours to ensure that the Town Council and Town Hall continues to function as necessary.</li> </ul>

## **Person Specification**

<b>1.</b>	<b>EXPERIENCE</b>
	<ul style="list-style-type: none"><li>- Significant experience of working within a similar role.</li><li>- Experience in the administration of databases and upkeep of electronic files.</li><li>- Experience of using social media sites and other on line tools.</li><li>- Evidence of recent professional development.</li></ul>
<b>2.</b>	<b>SKILLS AND ABILITIES</b>
	<ul style="list-style-type: none"><li>- Excellent written and verbal communication</li><li>- Ability to identify priorities and effective means of delivering these.</li><li>- Awareness and understanding of situations that require confidentiality.</li><li>- Confident and ability to work on own initiative to prioritise and deal with the changing demands of own work to achieve deadlines.</li><li>- Ability to produce accurate and detailed work.</li><li>- Ability to take accurate minutes and records.</li><li>- Able to work flexible hours - prioritising the needs of the business.</li><li>- IT literate and ability to use a range of IT packages including Microsoft package.</li><li>- Knowledge of using and updating social media sites and tools including website, facebook and twitter.</li></ul>
<b>3.</b>	<b>EDUCATION AND TRAINING</b>
	<ul style="list-style-type: none"><li>- Qualifications up to GCSE level including English and maths.</li><li>- A qualification in a relevant discipline is required. Ie ECDL.</li><li>- Computer literate with a sound working knowledge of all Microsoft packages.</li><li>- Proven track record of on-going personal development.</li></ul>
<b>4.</b>	<b>OTHER</b>
	<ul style="list-style-type: none"><li>- Can demonstrate a good knowledge of Local Government</li><li>- Has a commitment to supporting and making positive change within the community.</li><li>- Excellent interpersonal and customer care skills.</li><li>- Must have a clear understanding of Equality and Diversity and a commitment to applying good practice.</li><li>- Prepared to go beyond expectations in order to raise standards and add value.</li><li>- Must be able to work flexibly, including evenings and weekends as necessary.</li><li>- Deputising for other members of staff for the effective delivery of services to the community.</li><li>- Complete any other tasks directed by the Clerk to meet the business need.</li></ul>