



## CHEPSTOW TOWN COUNCIL

### JOB DESCRIPTION AND EMPLOYEE SPECIFICATION

<b>Job Title</b>	<b>Administrative Officer</b>	Grade	CTC Grade 2 NJC Spinal Column Point SCP 5 – 8
Reporting To	Town Clerk/RFO	Hours	20 hours per week
		Working Pattern	Monday to Friday 9am – 1pm,

#### **Purpose of the Role**

The Administration Officer will support the Town Clerk / Deputy Clerk in providing administrative duties across a wide range of areas.

The role will cover a number of duties including general administrative support services, being the first point of contact for the public, preparation of agendas, updating the website, displaying public notices, promotional activities and routine office work (filing, photocopying, record keeping).

## **Key Duties and Responsibilities**

### **Administrative Office Support**

1. To provide administrative support to the Town Clerk / Deputy Clerk as requested;
2. To answer telephone enquiries, respond or redirect as necessary;
3. To answer enquiries using all forms of communication as appropriate;
4. Recording incoming mail; dispatch of post; ordering stationery and equipment, maintaining an up to date and retrievable document filing system; and, maintaining current community contacts register;
5. To record and send out-going mail;
6. To action requests for printing, photocopying, binding, and dissemination of information and papers as required;
7. To process confidential letters, agendas, reports and if required orders for the Town Clerk / Deputy Clerk as required;
8. To accurately record income, update computer records and undertake banking on a weekly basis;
9. If required, to provide staff absence cover in recording and transcribing minutes of other meetings of the Town Council, its Committees and Sub-Committees in accordance with agreed timescales;
11. To effectively use information managements systems including general office filing, electronic file management, archiving, databases, other electronic records and hard copy paper records, regularly updating as required in accordance with the agreed standards;
12. To action follow up administrative tasks from meetings as delegated;
13. You will be the first point of contact for the public, assist with the preparation of agendas, minute writing, updating website, displaying public notices, promotional activities in addition to routine office work (filing, photocopying, record keeping);
14. To assist in maintaining up-to-date records relating to meetings, including meeting calendar, apologies, attendance records, Committee and Working Group memberships, Councillor records, public attendance record

### **Event administration**

1. To support Council event planning as required; e.g. organising events, booking venues, ordering goods, preparing risk assessments, registering participants, managing event information, preparing publicity and promotional materials, printing invites, collating responses.
2. To attend as required at civic functions and Corporate events (such as Remembrance Day, civic service).

### **Communications**

1. To assist in the display of all relevant public notices at designated locations on behalf of the Town Council ensuring that displayed material is current;

2. To be the central point of contact in the office for updating the Town Council's website relating to news, information and events as required;
3. To maximise use of Council's Social Media including its Facebook page in liaison with the Town Clerk / Deputy Clerk.

### **Health and Safety**

1. To assist in ensuring that the Town Council's statutory obligations for the effective management of health and safety are met;
2. To support with the preparation of risk assessments which impact on your role, area of work and relevant functions of the Council;
3. To take care of your own health and safety by following guidance provided by your line manager and through training received;

### **Equality and Diversity**

1. To support the Town Clerk / Deputy Clerk in ensuring that the provisions of the Equality Act 2010 are reflected in all aspects of the Council's work;
2. To be aware of the requirements of the Welsh Language Act and how they might relate to the role you perform;
3. To ensure that the requirements of the Well-being of Future Generations (Wales) Act 2015 are considered in any projects and service delivery.

### **Personal Development**

1. To develop in your role through training and development opportunities made available to you.

### **Other**

1. To undertake other duties from time to time which are commensurate with the level and grading of the post.

## EMPLOYEE SPECIFICATION

Experience/ Competencies	Essential or Desirable?	Method of Assessment
<p><b>Qualifications and Education</b></p> <ul style="list-style-type: none"> <li>• Good general education</li> <li>• Work experience at a level appropriate to the duties of the post</li> </ul>	<p>Essential</p> <p>Essential</p>	<p>Application Form/Provision of Certificates</p> <p>Application Form/Interview</p>
<p><b>Skills and Attributes</b></p> <ul style="list-style-type: none"> <li>• Good interpersonal and oral communication skills</li> <li>• Good written communication skills</li> <li>• Ability to organise workload with minimal supervision and meet deadlines</li> <li>• Political sensitivity, tact and diplomacy</li> <li>• IT skills enabling use of internet, e-mail, word processing, financial databases and spreadsheets and website administration</li> <li>• Ability to speak Welsh</li> <li>• Ability to organise events</li> <li>• Awareness of health and safety legislation and its application within an organisation</li> <li>• Understanding of the requirements of data protection and freedom of information legislation</li> </ul>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p>	<p>Interview</p> <p>Application Form/Selection Test</p> <p>Application Form/Interview</p> <p>Interview</p> <p>Selection Test/Application Form</p> <p>Application Form</p> <p>Application Form</p> <p>Application Form/Interview</p> <p>Interview</p>

<p><b>Personal Styles and Behaviours</b></p> <ul style="list-style-type: none"> <li>• A motivating and enthusiastic individual</li> <li>• Personality, conduct and credibility that engages the confidence of councillors, staff, partners and stakeholders</li> <li>• Understanding of the importance of equality, diversity and respect in the workplace</li> </ul>	<p>Desirable</p> <p>Essential</p> <p>Essential</p>	<p>Interview</p> <p>Interview</p> <p>Interview</p>
<p><b>Other</b></p> <ul style="list-style-type: none"> <li>• Committed to developing and keeping up to date personal knowledge level</li> <li>• Prepared to attend evening meetings and weekend events as required</li> </ul>	<p>Essential</p> <p>Essential</p>	<p>Interview</p> <p>Application Form/Interview</p>