



## FLITWICK TOWN COUNCIL

### JOB DESCRIPTION/PERSON SPECIFICATION

<b>Post:</b>	<b>Administration Officer &amp; Town Mayor's Secretary</b>
<b>Post No:</b>	<b>FTC 29</b>
<b>Responsible to:</b>	<b>Deputy Town Clerk &amp; RFO</b>
<b>Responsible for:</b>	<b>n/a</b>

#### Job Purpose

1. To provide an excellent customer interface for the Council's services.
2. As part of the Corporate Services Team, to provide the administrative support to the Council's services and democratic processes.

#### Main Responsibilities

1. To support the Manager in developing and implementing sound administrative operating procedures and carrying out democratic activities in accordance with Standing Orders.
2. To support the Manager in achieving the objectives for your team, and to contribute to the wider Council objectives where possible.
3. To oversee the customer interface with personal, telephone and Internet callers for the Town Council, dealing sensitively and courteously with their enquiries.
4. To provide reception services for the Council offices.
5. To co-ordinate and manage the Town Mayor's Diary for civic engagements.
6. To undertake administration tasks for the Town Mayor's Charity CIO, including organising meetings for the Trustees, producing minutes, and liaising with local groups benefiting from grants.
7. To provide a "gateway" service to other agencies including Central Bedfordshire Council to ensure customer needs are dealt with.
8. To take bookings for Council services and to issue articles as requested.
9. Within the Team, to undertake a full range of office support services to management and councillors in accordance with operating procedures and to bring about continuous improvement.
10. To assist as required, updating information on the Town Council's website & social media.
11. To maintain a range of files and databases relating to Council governance & business.
12. To undertake research and analysis necessary to support the Council's initiatives.
13. To arrange meetings and associated accommodation and to undertake a role for hospitality and servicing them. To deal with any customer needs or complaints.
14. To complete and format information, using various IT techniques, preparing correspondence, reports and other documents.
15. To work with the Manager on routine financial tasks to support the Responsible Financial Officer.
16. To support the Manager in ordering, storing and issuing stationery and IT disposables.
17. If requested to be the duty First Aid Appointed Person and Fire Warden.

18. To support the work of your Team in general by helping with a range of financial tasks as required.
19. To observe the principles of customer/client care, equality, quality management and good health and safety standards and to help achieve and contribute towards Local Council Award status.
20. To undertake other tasks allocated by the Council which are within the competence and capability of post holder.



## PERSON SPECIFICATION

E = Essential

D = Desirable

FACTOR	REQUIREMENT
<b>QUALIFICATIONS</b>	<ol style="list-style-type: none"><li>1. Good general education: 5 GCSEs or equivalent including English (E).</li><li>2. Recognised IT competence certificate. (D)</li><li>3. Level 3 certificate or NVQ in clerical administration or equivalent (D)</li></ol>
<b>EXPERIENCE</b>  E = Essential D = Desirable	<ol style="list-style-type: none"><li>4. Experience of working in a busy service reception dealing with both telephone and personal callers. (E).</li><li>5. Experience of taking bookings for services. (D)</li><li>6. Experience in local government administration (D)</li><li>7. Experience of working busy office environment, providing a wide range of clerical and administrative support. (E)</li><li>8. Experience in servicing formal meetings and taking minutes. (D)</li><li>9. Experience of preparing monitoring reports and of good customer care practice (D)</li><li>10. Experience of Microsoft Office packages. (E)</li><li>11. Experience in posting information on websites and social media. (E)</li><li>12. Experience of maintaining a range of files and databases relating to governance &amp; business. (E)</li></ol>
<b>KNOWLEDGE/ SKILLS</b>	<ol style="list-style-type: none"><li>13. A good grounding in modern office/reception procedures and ICT (E)</li><li>14. A knowledge of good customer care practice (E)</li><li>15. Excellent communication skills and ability to deal tactfully and confidentially with sensitive situations (E)</li><li>16. A knowledge of local government services. (D)</li><li>17. Knowledge of working within a quality management system with a "right first time" ethos (D)</li><li>18. Good ICT skills using a range of formats. (E)</li></ol>

<b>Personal Style and Behaviour</b>	19. Ability to be self-motivated, innovative and have a flexible approach to work (E) 20. Ability to balance conflicting demands and to find acceptable ways forward. (E) 21. Willingness to work flexibly. (E) 22. Commitment to client care, equal opportunity in employment and service delivery and safety. (E) 23. Commitment to improving efficiency and effectiveness (E)
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