



SANDY TOWN COUNCIL

Title of Post:	Administrator and Receptionist
Salary:	NJC Scale Point 17 – 18 - £18,672 - £18,870 (As of April 2019 increase to: £19,171 - £19,554)
Terms and Conditions:	NJC for Local Government Services
Contract Hours:	37 hours per week including occasional weekend or evening work
Benefits:	<p>Leave of 21 days paid per year plus Bank Holidays, increasing following long service</p> <p>The post is eligible to join the Superannuation Local Government Scheme</p> <p>Training opportunities in Local Government Administration</p>
Responsible to:	Administration Team Leader
Responsible for:	N/A
Job Purpose	<p>To provide administrative and clerical support to the Town Council</p> <p>To act as first point of contact as a receptionist during Council opening hours.</p> <p>To provide information and advice to customers of Sandy Town Council in person at the Council's offices and over the telephone.</p> <p>To assist in the delivery and development of the Town Council's programme of community engagement.</p>
Job Description	<p>Dealing with reception, telephone and web enquiries on a daily basis providing a positive first impression of the Council and complying with the Town Council's agreed customer service standard</p> <p>Providing information about the council, its services and the locality</p> <p>Working with the Administrative Team Leader and Town Clerk to implement the council's administrative operating procedures including managing and composing correspondence, ordering, receiving cash payments, diary management and premises bookings, photocopying, post management, shredding, room preparation, provision of refreshments etc.</p>

	Attending and working at community events such as consultation meetings, Christmas lights switch on, talk series, one off events etc
	Promoting the Roman Sandy Exhibition and providing information to visitors viewing the exhibition.
	Maintaining the Council's records respecting confidential information
	Preparing mailing lists and mail merges and updating databases
	May at times need to assist in updating the Council website and composing other publicity materials
	May at times need to provide backup administrative support to committees and work groups as assigned. This may include the preparation of agendas, reports and minutes pertaining to those meetings and demand attendance at evening meetings from time to time
	May at times need to provide administrative support to the Mayor, assisting with civic functions and correspondence, maintaining the Mayor's diary and web pages (assistance with charity functions will only be undertaken if other workloads allow)
	Providing administrative cover for colleagues when necessary and deputising during their absence
	Participate in on-going training and learning
	Practice and promote fair and equal treatment of colleagues and customers throughout the performance of all duties
Key Requirements	Excellent communication skills
	Flexible approach
	IT literate