

UCKFIELD TOWN COUNCIL

POST TITLE:	Administrative Officer
DEPARTMENT:	Office Administration
HOURS:	Part-time: 25 hours per week Monday to Friday
PURPOSE OF JOB:	To provide and promote high quality front-line customer service to our customers and residents, and provide day to day support to the operation of the Town Council office.
PLACE OF WORK:	Town Council Office, Civic Centre
REPORTS TO:	Deputy Chief Officer (RFO)

JOB SUMMARY

Reporting to the Deputy Chief Officer, the Administrative Officer will work within a small team to provide essential support to the running of the Town Council office.

You will be the first point of contact for customers, residents and visitors (*by telephone, email and face to face*) to help us maintain a welcoming, efficient and responsive service.

The role will have specific responsibility for providing administrative support to the Town Council's operations, and handle a variety of enquiries relating to the hire of rooms and/or open spaces, as well as matters within the Town which may need reporting to partner organisations or other authorities.

This role will support the Mayor and Deputy Mayor of Uckfield Town Council on all relevant duties, managing invitations, their availability and calendar of civic duties and events.

KEY RESPONSIBILITIES:

The Administrative Officer will be required to:-

Administrative duties

1. Act as the first point of contact for members of the public or visitors when they visit the Town Council's office, and be on hand to deal with telephone calls from customers and local residents;

2. Monitor the Town Council's central admin email inbox, and undertake day to day general office duties and routine administration in order to ensure the smooth running of the Town Council office;
3. Be on hand to meet and greet visitors, and in particular room hirers on the first floor of the Civic Centre;
4. Sort and distribute daily post for Civic Centre staff;
5. Ensure Town Council databases, registers and records are well maintained, and filing is archived in accordance with the Town Council's retention policy;
6. Handle booking enquiries for the Town Council's buildings, sports pitches, and open spaces, ensuring records are maintained on the Town Council's booking system, booking forms are processed and weekly reports are created for caretaking and catering.

Mayoral support

7. To handle and respond to all invitations received for the Town Mayor and Deputy Mayor;
8. Liaise with the Town Mayor and Deputy Mayor to confirm their availability and manage their calendar of civic duties and events;
9. Maintain a record of the Town Mayor and Deputy Mayor's attendance at events and prepare update reports for each Full Council meeting;

Project support

10. To undertake any other administrative work as directed by the Deputy Chief Officer and to work independently or with managers on strategic projects as required.

The job activities quoted above are examples of the work involved. They do not purport to be a comprehensive list of all aspects of the principal duties. Therefore the postholder will be required to undertake any other duties that may be required appropriate to the grade and designation of the post.

PERSON SPECIFICATION – ADMINISTRATIVE OFFICER

	Essential Criteria	Desirable Criteria
Key Skills and Abilities	Excellent listening, written and verbal communication skills; Ability to establish and maintain good working relationships with elected members, colleagues and members of the public; Practical working knowledge of Microsoft Office and software packages; (Outlook, Word, Excel, Powerpoint); A high standard of numeracy and literacy; Ability to effectively organise personal workloads and handle a varied workload;	
Education and Qualifications	GCSE grade A – C in English and Maths;	Basic book keeping/understanding of purchase orders and invoicing.
Knowledge	Knowledge of basic financial procedures	Knowledge of Local Government and committee administration;
Experience	Substantial experience required in working with the public and displaying a good level of customer care; Previous office/administrative experience; Ability to take accurate minutes of meetings;	Experience of working in local government or a public sector organisation;
Personal Attributes	Commitment to providing excellent customer service; Ability to meet varying deadlines and work under pressure; Good attention to detail and ability to monitor standards and performance; Being able to work as part of a team and on own initiative; People orientated;	