



# Brixham Town Council

## Administrator JOB DESCRIPTION AND PERSON SPECIFICATION

<b>POST TITLE:</b>	Administrator
<b>GRADE:</b>	SCP 04; £11.01 per hour
<b>HOURS;</b>	21 hours per week which may include some evening and weekend work
<b>TYPE:</b>	Permanent (following a successful review)
<b>REPORTS TO:</b>	Office Manager

<b>IMPORTANT FUNCTIONAL RELATIONSHIPS:</b>	
<b>Internal</b>	Council staff, Town Councillors and tenants.
<b>External</b>	Business owners, general public, staff of other Council establishments and contractors.
<b>AREAS OF RESPONSIBILITY:</b>	Please see attached Job Description
<b>PERSON SPECIFICATION</b>	The person specification is a picture of skills, knowledge and experience required to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post. You should demonstrate on your application form how you meet the essential criteria.

<b>BENEFITS:</b>	
<b>Annual Leave</b>	22 days (in addition to bank and public holidays)
<b>Pension</b>	LGPS 2014 Scheme



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## Administrator JOB DESCRIPTION

### **Job Profile**

The Administrator is a key role for Brixham Town Council, often being the first point of contact for the public. The successful candidate will work closely with the public, other Council staff and Councillors on a variety of administrative responsibilities. A busy role, the post will involve dealing with enquiries, taking bookings and providing administrative support to a small, friendly team. This job description indicates only the main duties and responsibilities of the post. It is not intended as an exhaustive list.

### **Key duties**

The exact nature of the duties will be decided by the Council from time to time and may include some or all of the tasks listed below. Other duties may be added as considered appropriate by the Council. The job specification may from time to time be amended by agreement, between the Council and the postholder.

### **General**

- To maintain an image and have a positive relationship with the public and residents of Brixham, to the highest standards at all levels.
- To liaise with outside agencies.
- To forge a good working relationship with colleagues, Councillors, contractors together with Torbay Council Officers and Councillors.
- To provide reliable and confidential administrative support to the Town Council.
- To ensure awareness of health and safety procedures and act within these procedures.
- To undertake any other duties within capabilities as directed by the Line Manager.
- To undertake any additional training in relation to employment as deemed necessary by the Town Council.

### **Office Administration**

- Circulate all agendas, minutes and papers as directed by the respective Officer
- Attend occasional meetings and prepare minutes.
- Prepare Council Chamber for meetings and provide refreshments as required.
- To produce and despatch correspondence on behalf of the Council.
- Ensure all planning applications are recorded on a specialist planning system and reports distributed accordingly.
- To maintain adequate records to support the function of the Town Council which comply with the legislation governing Town Councils.
- To chase payment of any outstanding invoices.
- Keep the Town Council website, noticeboards and social media platforms up to date, ensuring events and project information are included to keep all interested parties updated on progress and current affairs.
- Monitor engagement across digital platforms and provide periodic reports to the Town Clerk.

- Support the Town Council with public engagement events on any specific projects and initiatives.
- To greet and assisting visitors to the Council office.
- To answer, screen and transfer inbound phone calls.
- To undertake a range of clerical / administrative duties within the Town Council office as required.
- To attend meetings with community organisations, stakeholders and Councillors to support projects and initiatives, where necessary.
- To take responsibility for the provision of accurate and up to date information which includes display of literature, posters, information held on any data management system.
- To operate in accordance with the diverse needs of the community to ensure equal access to services.
- To ensure a positive and flexible approach to the variety of tasks and work patterns within the role as the service develops to enable effective and appropriate staffing levels to meet customer demand.



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## Administrator PERSON SPECIFICATION

Qualifications and Experience	Essential (E) or Desirable (D)	Identified by
GCSE's or equivalent qualification grade C or above in English and Maths	E	application form
Good interpersonal skills, be able to communicate effectively including the ability to act with tact, sensitivity and diplomacy	E	Application form, pre interview Assessments and interview
Experience of general administration, including answering phones and dealing with multiple priorities and administrative tasks at the same time	E	
Ability to learn and be adaptable to changes in procedures and technology	E	
Proven ability to assess and react quickly to situations as they unfold	E	
Working knowledge of Word, Excel, Powerpoint, Publisher and Outlook	E	
Experience of working with or within a Town or Parish Council setting, with knowledge of how Town/Parish Council's operate	D	
Stress and Time management skills	D	
Experience of minute taking	D	
Local knowledge of Brixham	D	

<b>Personal Qualities</b>	<b>Essential or Desirable</b>	<b>Identified by</b>
Flexible and willing to contribute to the success of the team on an administrative level, in and out of projects, committees and general service delivery. The role may include some evening working, attending Council meetings to take minutes. Most meetings are scheduled in advance.	E	Application form, pre interview Assessments and interview
Reliable and Punctual.	E	
Ability to be motivated and work within a team.	E	
Strong customer focus.	E	
Proven ability to maintain confidentiality at all times.	E	
Enthusiastic and self-motivated.	E	
Ability to act corporately in all circumstances.	E	
Displays accountability and responsibility.	E	
Methodical and well organised.	E	
Positive 'can do' attitude and able to use own initiative to react to situations and deliver a quality service at all times.	E	
Ability to understand and consequently work within strict financial regulations, codes of conduct, policies and procedures.	E	
Honest personality with the drive to achieve.	E	
Ability to learn and take on 'higher-level' tasks.	D	
Your normal place of work will be the Town Council's Office in Brixham Town Hall, New Road. On occasion you may be required to attend meetings within Torbay.	E	