

ADMINISTRATION & COMMUNICATIONS OFFICER
(22.5 HOURS PER WEEK)
JOB DESCRIPTION

SALARY AND GRADING ACCORDING TO EXPERIENCE OF SUCCESSFUL CANDIDATE. SALARY RANGE GRADE 4 SCP 15 – 20

OBJECTIVE: To provide an effective communication profile for the Town Council and customer service in terms of bookings.

DIRECTLY RESPONSIBLE TO: Office Manager

ROLE AND RESPONSIBILITIES:

- Bookings, Deposits including preparation and return, diary entries (regular bookings as directed with the Office Manager) and reception duties.
- Ensuring chargeable services price lists are updated
- Providing an inventory of community halls and facilities as required.
- To be the first point for Tennis Bookings including payments.
- Receiving and Recording of general enquiries on the database and responding where appropriate.
- Updating the electoral register
- Collation of information and ensuring that publicity and marketing material is all up to date.
- Stock control of cleaning products only and informing office manager of what is needed if running low.
- Cash handling, Banking and maintaining records on SAGE
- Post outgoing.
- Maintenance of Lost Property.
- To assist the office manager in the marketing and management of the Christmas Lights and other associated events.
- To provide business customer liaison with businesses in Hedge End
- To conduct a survey evaluation of clients
- Ancestry and history research as required.
- Archiving.
- Website and Gazette updates and design as required (under direction of the Town Clerk).

Keys

Keep all keys to buildings and honour their security accordingly. Where keys are not assigned to an individual to sign these in/out of the key store as required.

Additional Duties

As stated by the Office Manager or the Town Clerk.

This job description may be subject to review in consultation with the post holder in the light of changing needs and is not, in any case, an exhaustive list of all job activities. The Town Council reserves the right to vary or amend the duties and responsibilities of the post holder at any time according to the needs of the Town Council.

PERSON SPECIFICATION AND REQUIREMENTS

It is essential that the postholder has:

- Ability to work in an organised and methodical manner
- Be able to provide attention to detail when preparing reports, accounts and booking information.
- Excellent timekeeping.
- Ability to communicate at all levels. To ensure good Staff and Public relations are maintained and to project a friendly and co-operative image at all times.
- Excellent organisational skills with the ability to remain calm under pressure.
- The post-holder must be willing and able to work unsocial hours which may be a frequent feature of this role which may include Sat/Sun/Public Holidays and evenings as required or when dealing with emergencies.

It is desirable that the postholder has:

- Emergency First Aid at Work Certificate.
- NVQ Level 2 in administration