



BRACKLEY TOWN COUNCIL

New Role: Office Administrator

Responsible to: Deputy Town Clerk

Hours: Full time – 37 hours

Salary Scale: 13 – 17 (£22,627 - £24,491)

Job Purpose: To provide effective, efficient and provisional office administrative support and customer services.

Customer Services

- To provide a professional first point of contact for visitors to BTC offices, telephone and website contacts.
- Forwarding queries to appropriate services (BTC, SNC, NCC, Police etc.)
- Maintaining leaflets, displays and internal notice board and outside office notice board

Maintenance

- Maintain appropriate levels of stationery for the office/unit
- Maintain appropriate levels for office equip. – photocopier, franking machine etc.

Meetings

- Maintain up-to-date, postal records, committee information and attendance register for all Councillors
- Collate, print and issue of agenda packs for all council meetings
- Scanning and uploading agenda packs to the website
- Scanning and upload draft minutes as appropriate
- Scanning and upload signed minutes (removal of draft minutes) as appropriate
- Maintain a minute tracker monthly
- Create the yearly minute books, deliver to the binder and collect when completed
- Receive and complete the planning application list in preparation for the meeting

Admin Support

- Provide admin support as required for Clerk/Deputy Clerk – typing, photocopying, proof-reading etc.
- Provide admin support as required for the Operations Manager – typing, researching, photocopying, laminating etc.
- Provide admin support as required for the Comms, Marketing and Events Officer – typing, proof reading etc
- Provide assistance with the booking system when required
- Provide admin support for the smooth operation of the cemetery
- Where necessary provide the Mayor with support including helping with correspondence and maintaining the civic diary of engagements
- Maintain an up-to-date database of contacts for local dignitaries, groups and associations for use by all staff.



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General

- To be a team player and help out, as needed with any appropriate duties outside of this job description across the activities of BTC.



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PERSON SPECIFICATION

Office Administrator

Skills and Abilities

Excellent team player – we are a small team and work closely together
Excellent interpersonal communication skills
Good customer service skills
Excellent IT skills including knowledge of Microsoft Office applications
Time management skills
Ability to maintain confidentiality
Well organized and practical with excellent attention to detail
Open to new ideas and good at solving problems
Calm under pressure
Have a positive personality and can use it to overcome barriers
Flexible and reliable.
Willing to undertake further training to improve their knowledge and skills

Experience

Previous reception experience of at least 3 years
Previous admin experience of at least 3 years
Previous customer relation experience of at least 2 years
Previous local government experience (desirable)

Education/Qualifications

Educated to A-level standard (or equivalent) and with good command of the English language, both written and spoken.
or
5 GCSEs and equivalent practical experience

Other requirements

To attend occasional evening and weekend events – time off in lieu will be given