



FILTON TOWN COUNCIL

JOB DESCRIPTION

JOB TITLE:	Administrator
RESPONSIBLE TO:	Senior Administrator
RESPONSIBLE FOR:	N/A
HOURS:	30 to 37 per week (including occasional evening Council meetings)
GRADE:	Scale 14-17 (£17,681-£18,672)

1. JOB PURPOSE

Under the supervision of the Senior Administrator, to assist in the smooth running of the Town Council office, support meeting arrangements, Human Resources and Finance work, providing a high level of customer service at all times.

2. SPECIFIC DUTIES AND RESPONSIBILITIES

- a) To provide good customer service both face to face and on the telephone to visitors (community partners, sports clubs, contractors, schools, police, etc...), members of the public, staff and councillors, helping with general enquiries in a courteous and friendly manner.
- b) To assist with the Council's meeting & committee arrangements, booking meetings, producing and circulating agendas and minutes, ensuring compliance with relevant legislation at all times.
- c) Following all council policies and procedures including governance, risk management & democratic services, human resources, finance, data protection, health & safety and equalities.
- d) Human Resources – liaise with the Council's HR & payroll support teams (as appropriate) on HR matters. Support administration of training programmes & arrangements, starter and leaver arrangements (pre-employment checks, staff contracts, annual leave calculations, payroll notifications).
- e) Finance – assist with the Council's Payroll, collating timesheets, new starter forms, method of pay forms and ensuring accuracy of salary information & timesheets for notification to Payroll Services (supporting

mileage, sickness, annual leave, TOIL reports, PAYE, National Insurance and superannuation). To provide information and administration support the Councils' specialist accountancy firm and auditors as appropriate. To receive and record payments made to the Council, do stationary orders and raise purchase orders. To ensure inventories, a terrier of Council property and the Councils Asset Register are updated.

- f) Data – to comply with General Data Protection Regulations 2018 and Freedom of Information Act 2000 requirements and maintain high levels of confidentiality.
- g) Consultations – collate information for reporting to support public consultations.
- h) To liaise with all Council colleagues and teams as necessary, including reporting incidents or injuries to the Leisure Centre team and maintenance problems to the Grounds team.
- i) To ensure the safety of customers on site, supporting Emergency Procedures/Evacuation procedures in the premises in the event of Fire & Bomb alerts and following health and safety standards.
- j) To be responsible for filing and general office administration and ensure the office area is maintained in a clean and professional condition.

And any other duties commensurate with the grade and falling within the scope of the post, as requested by Management.

3. SKILLS, KNOWLEDGE & EXPERIENCE (SELECTION CRITERIA)

To hold a minimum of 5 GCSE's (including Maths & English), or relevant NVQ 2, or equivalent level qualification or equivalent relevant experience.

Good IT skills including e-mail, word, excel and typing skills.

Good verbal & written communication skills and the ability to engage with others at all levels.

Good customer service skills, ideally with experience in telephone duties and customer handling.

Good numeracy and accuracy skills, ability to handle cash and following banking procedures.

Able to work independently and as part of a team with a flexible approach to work.

Able to work under pressure to meet deadlines and work efficiently in a busy office environment.

Able to write minutes and update the website with a good attention to detail (training will be provided)

An interest in continuous professional development – the council will be supportive of training including a NVQ level 3 in Business Administration and CILCA (Certificate in Local Government Administration).

Experience of working in a similar office environment is desirable.

4. PROBLEM SOLVING AND DECISION MAKING

The role is wider ranging and varied, as such the post holder will need to be deal with all enquiries and respond accordingly. They will identify problems and check in with senior colleagues as necessary. Complex problems will be referred to the Senior Administrator or Town Clerk.

The post holder will occasionally work in the office on their own and need to deputise for the Senior Administrator. They will need to make decisions on what problems and issues can wait for the return of the Senior Administrator or Town Clerk or what require immediate action. Direction can be sought from a member of the Leisure Centre management team or the Council's Human Resources support on these occasions.

The post holder can be asked to take minutes and note actions at Council meetings on occasions (following shadowing and training), to be overseen by the Town Clerk.

5. PHYSICAL EFFORT AND/OR STRAIN

General office duties, minimal lifting and carrying.

6. SUPERVISION RECEIVED

Overall direction is set by to Town Clerk. Day to day supervision and one to ones will be conducted by the Senior Administrator. The post holder will be following council's policies, procedures and legislative guidance at all times. A member of the leisure centre management team will be available when working in the office alone.

7. GENERAL & SPECIAL NOTES OR CONDITIONS

The post holder will cover occasional evening meetings, additional hours will be accrued to be taken in lieu (subject to line manager approval).

