



Crewkerne
Town Council

**Administration/LIC
Officer
Recruitment Pack
Autumn 2024**



VACANCY

ADMINISTRATION/LIC OFFICER

SCP2-5, dependent on experience and qualifications (£22,366 - £23,500 FTE, pay award pending).

30 hours per week, 9am – 3pm.

At a time of growth and change for the historic market town of Crewkerne, the Town Council is seeking to recruit an Administration Officer to provide support to the Town Council offices, and also support the Local Information Centre (LIC) as the first point of call for the general public.

Following local government reorganisation and Somerset Council's reduction in services, Crewkerne Town Council wants to offer more support to its residents. This role will be split between the Council Offices and the LIC, both located at Town Hall, enabling our telephone lines to be open for longer and our public-facing opening hours to be extended.

The post-holder will be a valuable part of both teams, acting as a key link with the residents of the town. The role will involve managing bookings for the Victoria Hall and George Reynolds Centre, invoicing and a range of administrative tasks. Dealing with members of the public, both in person and on the telephone will be a key part of the role. Previous experience in local government or an office environment would be an advantage, but full training will be given.

The successful candidate will need to be self-motivated, able to work both independently and as part of a team and be focused on providing a quality level of service to the residents of Crewkerne.

This post is for 30 hours per week to be worked over five days and the post holder will be entered into the Local Government Pension Scheme. Attendance at some out of hours engagements is a requirement of the job, for which time off in lieu will be given.

For an informal discussion about this post, please contact the Town Clerk on 01460 74001 or email towncouncil@crewkerne-tc.gov.uk.

Please apply by application form only.

Closing date: 5pm on Tuesday 23rd October 2024.

Interviews are likely to be held in the week commencing 4th November 2024.



JOB TITLE:	Administration Assistant/Local Information Centre Assistant.
GRADE:	SCP 2 -5 (£22,366 - £23,500, pay award pending) pro rata depending on experience. The post-holder will be enrolled into the Local Government Pension Scheme (LGPS).
HOURS OF WORK:	30 hours per week; Monday – Friday, 9am – 3pm.
BASED AT:	Town Hall, Market Square, Crewkerne TA18 7LN.
ANNUAL LEAVE ENTITLEMENT:	23 days annual leave, plus bank holidays and 2 additional (statutory) days (25 days plus bank holidays). An increase of 3 days is applied following 5 years' continuous service (28 days plus bank holidays). These allowances will be pro-rata for this part time position.
CAR USER:	Casual only.
PROBATIONARY PERIOD:	This role is subject to satisfactory completion of a six-month probationary period.
START DATE:	As soon as possible.
JOB PURPOSE:	To provide administrative support to the Council Office and Local Information Centre, acting as LIC cover in the absence of the LIC Manager and/or volunteers.
REPORTS TO:	Town Clerk (or Deputy Clerk in their absence) & LIC Manager for LIC shifts.
SUPERVISORY RESPONSIBILITIES:	No staff line management, but oversight of volunteers in the LIC.
ENHANCED DBS CHECK?:	No, but a basic check may be requested.
KEY DATES:	The closing date for applications is 5pm, Tuesday 23 rd October. Interviews will be held w/c 4 th November 2024.

NB: Proof of the right to work in the UK will be required. Applications will be processed in accordance with the UK General Data Protection Regulations (GDPR). Under the provisions of the Working Time Regulations, employees with additional employments may consider 'opting out' of the 48-hour average weekly cap.

ADMINISTRATION ASSISTANT DUTIES AND RESPONSIBILITIES:

1. To act as the first point of contact for telephone and in-person enquiries to the Council Offices, efficiently directing the enquiry to the correct member of staff. To independently resolve routine enquiries raised by Councillors, stakeholders or members of the public where possible.
2. To monitor the generic Town Council email account, acknowledging each query and directing it to the correct member of staff.
3. To distribute the agendas for Council, Committees and Joint Burial Committee (JBC) meetings to Councillors and to place copies on Council notice boards and website.
4. To distribute Council, Committee and JBC minutes to Councillors, and to place copies on the website.
5. To produce the quarterly newsletters and annual report with supervision from the Town Clerk.
6. To open the post.
7. To make arrangements for all civic events such as the Honoured Citizens reception, Annual Town meeting and Mayor's Civic evening.
8. To ensure that the Council's website is kept up to date.
9. To make the arrangements regarding the Mayor's diary and associated civic correspondence.
10. To manage bookings and invoicing for Council venues.
11. To manage the re-ordering of office stationery and other office supplies.
12. To provide secretarial support to the Town Clerk.
13. To develop a good working knowledge of the Town Council's responsibilities and properties.
14. To undertake training as necessary.
15. To undertake such other duties as may be reasonably required.

LOCAL INFORMATION CENTRE (LIC) ASSISTANT DUTIES AND RESPONSIBILITIES:

1. To provide support to the Local Information Centre (LIC) Manager, covering a minimum of two LIC sessions per week and additionally covering any periods of leave to enable the LIC to remain open.
2. To act as the first point of contact for telephone and in-person enquiries to the LIC, signposting enquiries to the correct organisation where they cannot be resolved in-house.
3. To assist with creating and maintaining LIC displays and ensuring information provided is accurate and up to date.
4. To assist with keeping the LIC website up to date.
5. To undertake training as necessary.
6. To undertake such other duties as may be reasonably required.
7. To direct LIC volunteer workload with supervision of the LIC Manager.

CIVIC AND COMMUNITY RESPONSIBILITIES:

1. To maintain professional and positive working relationships with Councillors, staff, volunteers, community groups, other local authorities and stakeholders.

2. To meet members of the public and representatives of the above groups, answering questions, responding to complaints and passing enquiries to the correct organisation where appropriate.

PERSONAL DUTIES:

1. To have regard to health and safety considerations for both yourself, employed or voluntary colleagues and the general public and to bring to the attention of the Council any issues which may contravene good practice or health and safety policies and procedures.
2. To treat all Councillors, colleagues, volunteers, and the general public with equality and respect.

PERSON SPECIFICATION

Administration/Local Information Centre Officer (Part-Time) 30 hours p/wk		
	Essential	Preferred
1. Educational qualifications	5 GCSEs or equivalent including Maths, English and ICT	
2. Work Related Experience	<p>Experience of dealing with members of the public</p> <p>Experience of using the internet to find information</p> <p>Knowledge of basic financial processes such as invoicing</p>	<p>Experience of dealing with people in a polite and friendly manner, especially when a person is distressed or angry</p>
3. Skills/ knowledge and aptitude	<p>Experience of using Microsoft Office (Outlook, Word, Excel and PowerPoint)</p> <p>Able to work both as part of a team and independently</p> <p>Ability to communicate effectively (orally and in writing) – able to listen, able to provide information and able to explain situations</p> <p>Able to form and maintain good relationships with Councillors, contractors, the public and other stakeholders</p> <p>Ability to work under pressure</p> <p>Flexible and ability to prioritise changing work patterns, undertake further training and grow the role as required</p> <p>An eye for detail – to proofread and be able to identify errors in documents</p>	<p>Awareness of the Town Council's role and responsibilities</p> <p>Ability to write short informative web, social media and newsletter articles</p> <p>Knowledge of updating social media</p> <p>Ability to use and update websites (WordPress)</p> <p>Familiarity with Canva</p>
4. Other	<p>To be flexible with holiday arrangements.</p> <p>To be flexible with working patterns between the offices.</p> <p>Ability to work occasional evenings and anti-social hours</p>	<p>A full, clean driving licence and access to a vehicle.</p>