

Haverhill Town Council

JOB DESCRIPTION

Post Title: Office Administrator (Trainee)

Responsible to: Deputy Town Clerk

Responsible for: Providing excellent administrative support to colleagues.

Hours: 10hrs per week

Salary: In accordance with the National Living Wage or Real Living Wage Foundation National Rate, depending on age.

Key Responsibilities

- Finance
- Communication and Working Relationships
- Planning and Organisation
- Administration
- Arts Centre

Primary Responsibilities

1. Finance

- 1.1 Data entry for invoices and receipts
- 1.2 Banking
- 1.3 Filing

2. Communication and Working Relationships

- 2.1 Provide excellent administrative support to colleagues in the Town Council.
- 2.2 Communicate effectively with colleagues to ensure efficient customer service.
- 2.3 Take part in Town Council events.
- 2.4 Welcome customers promptly and warmly and answer telephone queries.
- 2.5 Be aware of Haverhill Town Council's activities to be able to discuss them competently with customers.
- 2.6 Follow guidance and instructions from work colleagues.
- 2.7 Work with colleagues and Councillors on projects as required.

3. Planning and Organisation

- 3.1 Work flexibly to meet the needs of the Council's business.

4. Administration

- 4.1 Carry out hospitality duties daily and at Council events.
- 4.2 Open, record and distribute incoming post.
- 4.3 Maintain records as required, including filing, archiving and record-keeping.
- 4.4 Word Processing, dealing with routine correspondence, photocopying and filing.
- 4.5 Report low supplies of stationery and order new stock, under instruction from the Business Administrator.
- 4.6 Assist in the preparation for Council meetings including printing off paperwork, arranging the room and setting out papers for Councillors.
- 4.7 Support the work of the Mayoral Secretary in sending out invitations and arranging civic events.
- 4.8 Act as an ambassador for Haverhill Town Council in terms of behaviour and presentation.

5. Arts Centre

- 5.1 Provide cover when required for the Box Office.
- 5.2 Provide cover when required for the Café.

6. General

- 6.1 Practice and promote anti-discriminatory practices in all work undertaken.
- 6.2 Have an understanding of the work and aims of the Town Council.
- 6.3 Undertake training and development relevant to the role.
- 6.4 Attend staff meetings and other meetings as instructed by the Deputy Town Clerk.
- 6.5 Any other duties as required by the Deputy Town Clerk.

PERSON SPECIFICATION

SKILLS

Able to communicate well verbally and in writing.

Numerate

IT Literate (Word processing

Accurate and attentive to ensure tasks are done correctly

EXPERIENCE

Use of spreadsheets (Excel/Google Sheets)

ATTRIBUTES

Good personal hygiene and presentation appropriate to the role.

Understanding high standards of customer care and committed to achieving this.

A helpful and courteous attitude.

Confidence to ask for assistance and instruction when it is needed.

Ability to remain calm and polite when faced with people wishing to complain or for whom communication presents difficulties.

Good initiative tempered by common sense

Willing to be flexible in respect of tasks undertaken and work times.

Being a team player willing to take on new tasks.

Understanding of the role of the Town Council

Good local knowledge of Haverhill would be an advantage