

**Job Profile****Administrative Assistant**

The post holder will provide administrative and technical support to the Town Council and its customers.

**Key Duties/Areas of Responsibility**

1. To deal with customer enquires face to face and over the telephone
2. To photocopy agendas, minutes and associated paperwork, send out of agendas and paperwork and file paperwork as appropriate
3. To set up and produce non standard letters/templates/spreadsheets/documentation, update and maintain databases, update electronic systems and produce management information
4. To ensure that administrative procedures relating to Council Policies, Standing Orders, Financial Regulations by providing advice and/or administrative support are compiled to
5. To assist the Town Clerk and Assistant Clerk in the organising of events, functions and meetings
6. To attend events, functions and meetings when required (these may take place at the weekend or on an evening)
7. To handle and reconcile cash and be accountable for procurement and small expenditures from an agreed budget when required
8. To raise and issue invoices on behalf of the Council for user groups and bookings, ensuring payment is received.
9. To update the website
10. To attend training courses on the work of the Town Council as required by the Council
11. To undertake any other reasonable duties, as determined by the Town Clerk

**Job Specific Notes**

On occasions the job will involve work outside of normal office hours and week end working

Person Profile	Administrative Assistant	E/D	Assessment Rating
<b>E = Essential                  D = Desirable                  * indicates shortlisting criterion</b>			
<b>1. Key Areas of Knowledge and Experience</b>			
<b><i>Know-how (Level 4)</i></b>			
Working in an administrative role, including dealing with customers and using a range of office equipment	E*		
Setting up and maintaining filing and storage systems	E*		
Analysing and recording statistical information	D*		
Practical knowledge of financial procedures e.g. procurement/budget monitoring	D*		
Creating and implementing new working methods & systems	D*		
Arranging and organising events, functions & meetings	D*		
Producing agendas, taking minutes & producing reports	D*		
Using a range of computer applications and ICT including word processing, spreadsheets, databases, presentation software, internet, e-mail & other electronic systems	E*		
<b>2. Qualifications</b>			
NQF Level 3 qualification e.g. AS and A levels, NVQs Level 3, <b>Or</b> Evidence of the equivalent level of knowledge gained through work experience	E*		
<b>3. Key Skills</b>			
<b><i>Communication (Level 3)</i></b>			
Communicates effectively on a 1:1 basis about straightforward and detailed issues with a range of people	E*		
Deals confidently with different points of view in conversations	E		
Contributes clearly and effectively to discussion with others	E*		
Produces detailed written information to communicate information, ideas and opinions	E		

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<b>Decision Making (Level 3)</b>			
Uses initiative and organises own daily workload	E		
Responds independently to unexpected problems and situations	E		
<b>Problem Solving (Level 3)</b>			
Gathers information from a range of sources to understand situations and problems	E		
Analyses and interprets information to identify important issues and problems	E		
Identifies risks and considers alternative courses of action	E		
Produces short-term solutions or plans	E		
<b>4. Employee Competencies</b>			
<b>Customer Awareness</b> Works to customer service standards and gives customer satisfaction	E		
<b>Continuous Improvement</b> Recognises and responds positively to the need for change	E		
<b>Performance Focus</b> Takes ownership of own work and performance	E		
<b>Team Working</b> Works with others to deliver added value to the team and service	E		
<b>Dignity and Respect</b> Considers and shows respect for the opinions and feelings of others	E		
<b>5. General Requirements</b>			
Able to work flexibly, including any service specific hours	E		
Able to travel to various locations throughout the parish within a reasonable timescale	E		
No serious health problem which is likely to impact upon job performance (that cannot be accommodated by reasonable adjustments)	E		
Good attendance record in current/previous employment (not including absences resulting from disability)	E		
<b>NB:</b> Health and attendance criteria will only be assessed following an offer of appointment. (Equality Act 2010)			

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<p><b>6. Statements Applicable to all Jobs</b></p>			
<p><b>All duties and responsibilities</b> should be carried out in accordance with agreed Council policy and procedures, in particular those relating to: Environmental; Health and Safety; Equal Opportunities; Risk Management; Data Protection; Safeguarding and Financial Regulations.</p>			
<p><b>Emergency Planning</b> All employees will be required to undertake emergency planning duties commensurate with the grade of the post.</p>			
<p><b>The job profile</b> is an outline only and may vary from time to time without changing the character of the job or level of responsibility. The post holder must be flexible to meet the operational needs of the Council.</p>			
<p><b>The person profile</b> covers key areas of competence and methods of assessment other than interview may be used (as appropriate to the job) to assess what a candidate can do and how they act in a specific area or situation. These include: ability test; work-related task; occupational personality questionnaire and presentation. Where this is the case, shortlisted candidates will receive details in advance of the selection process.</p>			
<p><b>The Employee Competencies</b> outlined in the person profile are the minimum standards of behaviours required for working at the Council in any post and are assessed as part of the selection process. <i>They are not required to be addressed in the application form.</i></p>			
<p><b>This job and person profile</b> has been prepared in accordance with the requirements of the Council's Equal Opportunities in Employment Policy. We undertake to make any "reasonable adjustments" to a job or workplace to counteract any disadvantages a disabled person may have. Disabled applicants who meet the essential short listing criteria will be guaranteed an interview. In the event of a large number of applicants meeting the essential criteria, desirable criteria or occupational testing may be used as a further short listing tool.</p>			