



Lyme Regis Town Council

Job Description

Job Title	Administrative Assistant	Grade	SCP 4-7 (£18,426 - £19,554)
Section	Office Staff	Hrs	Up to 37 hours' per week
Reporting To	Administrative Officer	Working Pattern	Monday to Friday 9am-5pm

Job Purpose

- To act as a first point of contact for all callers either in person, on the telephone, or via email
- To provide administration support for the council and its staff

Main Duties

- To provide reception and switchboard services and deal with enquiries from service users and other members of the public, directing them to alternative service providers where necessary
- To undertake word processing and associated duties, including letters, memoranda, reports, spreadsheets, databases, forms and templates, including complex documents on occasion
- Take messages on behalf of other staff, dealing with routine queries and giving appropriate guidance to the caller when required
- To operate and manage systems that provide for the efficient and proper hiring and use of council facilities and services, such as meeting rooms, beach huts and parking permits
- To create, maintain and interrogate confidential computerised information records to ensure accurate and current data is maintained at all times
- To provide support to the finance team in the efficient and effective management of council income and expenditure
- To support the administrative officer in the provision of democratic services and civil marriage and partnership ceremonies
- To copy, collate and distribute papers for the various council meetings
- Provide other office services as required, including the creation and maintenance of files and filing systems, collation of manual data, photocopying, distribution of information, maintenance of stationery supplies, incoming and outgoing post, receiving and accounting for monies paid in
- Responsibility for ensuring data quality and as such the integrity of management information through the proper use and safekeeping of data and record systems both manual and computerised
- To provide administrative support for town council officers and the Mayor
- To assist in the organisation of town council civic functions (including the Civic Night and the annual Mayor-making ceremony)

Dimensions

- In general, the post holder will be expected to work within policies and procedures as set out in council policies or as determined by the line manager; however;

- There will be occasions when the post holder will be expected to use their initiative and discretion in providing a high standard of service to service users
- The post holder will be expected to contribute to service development especially where they will be responsible for its delivery

Supervision and Work Planning

- The post holder will be required to work under the direct supervision of the line manager
- The post holder will not be required to supervise any other staff

Contacts

- Members of the public
- Other LRTC staff
- Councillors
- Representatives of partner organisations

Working Environment

- Work is subject to interruptions to deal with enquiries from members of the public, to deal with visitors to reception or to respond to requests from managers and other staff
- There will occasionally be a need to work with members of the public who are unhappy with elements of the council's work or who wish to discuss issues of a sensitive or distressing nature
- Approx 70% + keyboard/computer work, but with regular opportunities for breaks away from the computer to undertake other work

Resources

- The post holder may have some responsibility for small items of equipment or cash

General

- To undertake such other duties and responsibilities as are specified by the town clerk and are commensurate with the grade of the post
- This job description only contains the main duties relating to the post and does not describe in detail all the duties required to carry them out
- In accordance with the Health and Safety at Work Act 1974, to take reasonable care for the health and safety of yourself and of others

Special Notes or Conditions

- Occasional attendance at evening and weekend meetings/events may be required
- The post holder will be required to wear clothing that meets the requirements of the council's uniform policy