**PETERLEE TOWN COUNCIL**



**CANDIDATE PACK**

**POST: Reception/Administration Assistant**

**Maternity cover from November 2019**

**To September 2020**

**REFERENCE: PTC 011**

**CLOSING DATE: 12.00 noon on Thursday 26th September 2019**

**PETERLEE TOWN COUNCIL**



Peterlee Town Council offers a wide range of services to the public.

Being one of the largest Town Councils in the country, we have responsibility for certain public buildings in the town, including the Pavilion at Helford Road. Sports fields located at Eden Lane, Helford Road and Lowhills Road. Parks, open spaces and play areas, cemetery & burials, leisure gardens and many town activities. Peterlee Town Council is quite unique in that we own and manage Shotton Hall Banqueting Suites, which offers conference, meeting and banqueting facilities to the public and is set in extensive beautifully landscaped grounds**.**

**GUIDANCE NOTES**

**INFORMATION IN SUPPORT OF YOUR APPLICATION**

Please tell us anything you think is relevant to the job you are applying for. You will need to give us enough information so that we can judge whether you are suitable for the job.

For example, if the job requires experience of report writing, tell us about the type of reports you have written, the main contents and who the reports were for.

You may have relevant experience from activities outside work, this could be just as good as work experience.

**PERSONAL DETAILS**

This section must be completed and contact details provided.

**REFERENCES**

Please ensure that you give details of two referees with which the information given on your application form can be confirmed, as well as providing us with information relating to absences, disciplinary record and suitability for the position applied for. One of the references must be your present or most recent employer and, if you are a recent school leaver, one should be from your head teacher of your last school. It is the policy of the Town Council to seek references prior to interview. If you have any objections to the references being sought at this stage ensure this is made clear on the application form.

**EQUAL OPPORTUNITIES**

Please also complete the Equal Opportunities Monitoring Form, this enables Peterlee Town Council to follow the recommendations of the Equal Opportunities Commission, the Commission for Racial Equality and the Disability rights Commission, that employers should monitor selection decisions to assess whether equality of opportunity is being achieved. The information on the form will be treated as confidential, and used for statistical purposes only. The form will not be treated as part of your application.

**IF YOU HAVE A DISABILITY**

If you have a disability which prevents you from meeting any of the criteria, tell us about this in your application. Please tell us what we could do to help you meet the criteria.

If you need help in completing the application form or need information in a different format (larger print), please let us know. If you have a disability we will offer you an interview as long as you meet the essential requirements of the job.

The Equality Act 2010 defines ‘disability’ as follows:

‘A physical or mental impairment which has a substantial and long term effect on the person’s ability to carry out normal day to day activities’.

**DATA PROTECTION**

The information on this form may be entered onto a computer and used for statistical, administrative and payroll purposes. Under terms and conditions of the DATA PROTECTION ACT 1998 the data will be treated in a secure and confidential manner and not kept any longer than necessary.

Thank you for your co-operation in completing this form.

**PETERLEE TOWN COUNCIL**



**APPOINTMENT OF RECEPTION/ADMINISTRATION ASSISTANT**

**Maternity Cover from November 2019 to September 2020**

**Spinal Point 3** **(£18,065)**

**We currently have a full time vacancy working 37 hours per week**

**Monday to Friday for a Reception/Administration Assistant at**

**The Pavilion, Peterlee.**

**The post holder must be age 18 years or over.**

**Information and application forms can be obtained from:**

**Peterlee Town Council - 0191 5862491/5869957**

**Email -** [**council@peterlee.gov.uk**](mailto:council@peterlee.gov.uk)

[**www.peterlee.gov.uk**](http://www.peterlee.gov.uk)

**Closing date for applications is 12.00 noon on Thursday 26th September 2019**

|  |  |  |
| --- | --- | --- |
|  | **POST TITLE:** | **Reception / Administration Assistant** |
| 1. **2.** | **POST NUMBER:** | **PTC011** |
| 1. **3.** | **GRADE:** | Scale 3 |
|  | **LOCATION:** | Your normal place of work will be the Pavilion, Peterlee. However you may be required to work at any council workplace covered by the remit of Peterlee Town Council. |

**RELEVANT TO THIS POST:**

**Disclosure & Barring Service: N/A**

**ORGANISATIONAL RELATIONSHIPS:**

The post holder will be accountable to the Centre Manager.

1. **DESCRIPTION OF ROLE:**

Based at The Pavilion, Peterlee, you’ll be working as the main receptionist/administration assistant. You’ll handle day to day enquiries from members of the public by telephone or face to face on reception. You’ll play a vital role in keeping our main operational services working efficiently by providing administration support – this can mean a wide range of activities from taking bookings, helping with events, core admin tasks such as collating usage and financial data, filing and scanning records including orders and invoices, opening and distributing post, etc.

1. **DUTIES AND RESPONSIBILITIES *SPECIFIC* TO THIS POST:**

Listed below are the responsibilities this role will be primarily responsible for:

* Dealing with telephone enquiries and personal callers to the Pavilion in an efficient and professional manner.
* Have responsibility for taking bookings for the hire of rooms at the Pavilion and other Council owned properties.
* Maintaining the necessary computer and paper records relating to bookings and where necessary consulting with the Facilities team or other appropriate officers.
* To maintain stocks of publicity material for distribution to clients.
* The opening and distribution of post and supervision of the mail.
* Maintaining the filing system, ensuring all documents are recorded, stored securely and confidentially, including scanning records including orders and invoices.
* To provide a typing service including the preparation of letters, news, reports, databases and any other documents.
* The collation of financial data.
* To participate in any training initiatives.
* To support and assist the Facilities team and other Officers when required with town events/exhibitions.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Facilities Manager.

**9. COMMON DUTIES AND RESPONSIBILITIES:**

9.1 **Quality Assurance**

To understand and adhere to standards at individual, team performance and service quality so that the customer and the Council’s requirements are met and that the highest standards are maintained.

9.2 **Communication**

To participate in and adhere to the team’s communication processes and taking responsibility for keeping up to date with all relevant procedures, policies and objectives associated with the role.

9.3 **Professional Practice**

To take responsibility for behaving professionally at all times, ensuring that work is carried out to the highest standards and in line with the team’s and Council’s stated policies or procedures. This includes adhering to the Council’s Code of Conduct.

9.4 **Health and Safety**

Take responsibility for understanding and adhering to health and safety requirements for their service area, in line with the Town Council’s Health and Safety Policy.

9.5 **Appraisal**

All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

9.6 **Equality and Diversity**

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice.  To ensure our commitment is put into practice we have an established Equality and Diversity Policy.

9.7 **Confidentiality**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets.

9.8 **Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

**Person Specification: Receptionist / Administration Assistant, Peterlee Town Council**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Essential** | **Desirable** | **Method of Assessment** |
| **Qualification** | * 5 GCSE’s (A\* - C) including Maths and English * NVQ Level 2 or equivalent in Business Administration | * Customer Services training qualification * First Aid qualification | Application form  Selection Process  Pre-employment checks |
| **Experience** | * Experience of typing documents/reports * Confident and proficient in handling queries both face to face and over the phone * Experience of a customer focused role * Experience of processing orders for supplies and equipment * Experience in ICT systems including Microsoft packages Word, Excel, Outlook | * Previous local government experience including working with Elected Members * Experience in assisting with functions and events * Experience of Microsoft 365 | Application form  Selection Process  Pre-employment checks |
| **Skills/ Knowledge** | * High level written and oral communication skills, able to exchange information orally and in writing to others * Able to work independently within recognised procedures whilst using own initiative | * An ability to be proactive in service development and improvement * Knowledge and understanding of local government administration processes * An up to date knowledge of relevant Health and Safety legislation, policies and safe working practices. | Application form  Selection Process  Pre-employment checks |
| **Personal Qualities** | * A positive attitude committed to excellent customer service * Flexible approach to work * Self motivated * Good team player * Able to meet the travel requirements of the post |  | Application form  Selection Process  Pre-employment checks |

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**PETERLEE TOWN COUNCIL**

**APPLICATION FOR EMPLOYMENT**

**Post Applied for RECEPTION/ADMINISTRATION ASSISTANT**

**MATERNITY COVER (NOVEMBER 2019 –**

**SEPTEMBER 2020)**

**Department: THE PAVILION**

**Grade: SCALE 3**

**Closing date for applications: 12.00 noon on Thursday 26th September 2019**

**FORM NO. ……….**

**Please ensure that all relevant sections are completed**

**and fullest details / information disclosed**

**Present Appointment**

Present Appointment: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name & Address of Employer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Present Grade (if applicable):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Salary: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date commenced present post: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Period of Notice: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Duties & Responsibilities: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Education**

Details of Schools, Colleges and Universities attended:

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| --- | --- | --- |
| **From** | **To** | **School/College/University** |
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**Qualifications Achieved & Grades**

**(state whether GCSE/CSE/GCE/ONC/Degree/RSA/Northern Counties/NVQ etc.)**

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| --- | --- |
| **Type/subject** | **Grade** |
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Do you possess a clean driving licence? Yes No

Do you have your own transport? Yes No

**Membership of Professional Bodies**

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| --- | --- |
| Name of Professional Body, | Grade of Membership, |
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**Previous Appointments**

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| --- | --- | --- | --- | --- |
| **From** | **To** | **Employers Name**  **& Address** | **Post Title** | **Reason for**  **Leaving** |
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Please state the approximate number of working days lost through sickness absence or injury during the last 2 years: ……………

**References**

Please list the names and addresses of two referees (one of whom should be your present employer, or previous employer if currently unemployed). If you do not wish your present employer to be contacted until an appointment decision has been made please tick.

Name: ………………………………………… Name: …………………………………………

Position: ……………………………………… Position: ………………………………………

Address: ……………………………………… Address: ………………………………………

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**Supplementary Information**

Please state why you feel you are suited to the post. Include any information concerning relevant experience, training and skills you possess which would enhance your application. Please relate your response to the details outlined in the person specification / job description for the post in question.

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***Please use additional sheets as necessary.***

**Equal Opportunities in Employment**

Job Title RECEPTION/ADMINISTRATION ASSISTANT

FORM NO. ………….

The following information is needed to monitor the effectiveness of our systems in promoting equal opportunities at Peterlee Town Council. Please help us by answering the following questions. This information will not be used in the selection of candidates.

|  |  |  |
| --- | --- | --- |
| TITLE & SURNAME |  | |
| FORENAME |  | |
| ADDRESS |  | |
| EMAIL ADDRESS |  | |
| TEL NO | HOME | WORK |
| DATE OF BIRTH |  | SEX: MALE/FEMALE |
| MARITAL STAUS |  | NAT INSURANCE NO |

I would describe my ethnic origin as being:

**A) White**  **D) Black or Black British**

British Caribbean

Irish African

Any other white background, please specify Any other Black or Black British background,

please specify

……………………………………………..

………………………………………………...

**B) Mixed E) Chinese or other Ethnic Group**

White & Black Caribbean Chinese

White & Black African Other, please specify

White & Asian

Any other white background, please specify ………………………………………………...

……………………………………………..

**C) Asian or Asian British**

Indian

Pakistani

Bangladeshi

Any other Asian background, please specify

……………………………………………..

Are you related to a Member or Senior Officer of the Council? Yes No

If yes, please state the name, position and the relationship *(e.g. uncle, aunt, mother, father)*

………………………………………………………………………………………

**The Information given in this application is to the best of my knowledge correct in all aspects.**

*Signed …………………………………..……….. Date ……………………………………………*

**Disability Monitoring Form**

The Disability Discrimination Act (1995) came into force in December 1996 and the Act protects anyone who has a disability which makes it difficult for them to carry out normal day to day activities.

The disability could be physical, sensory or mental. It must be substantial and must last, or be expected to last for twelve months.

Do you consider yourself to be covered by the definition regarding disability as set out in the Act?

Yes No

If yes, please outline briefly your disability:-

…………………………………………………………………………………………………………………………………………………

…………………………………………………………………………………………………..……………………………………………

What assistance do you require from the Authority in the following areas:-

a) **completing application form** e.g. tape, personal help in completing form, delivering the completed form etc.

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b) **attending for interview** - access to premises, travelling arrangements, timing of the interview, type of interview, induction loop etc

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c) **carrying out the job once appointed** - employers have a duty to consider what reasonable adjustments could be made to working practices or premises to overcome the effects of a disability e.g. hours of work, access to premises, special equipment etc. please detail:

……………………………………………….………………………………...………………………………………………………….

Where did you see this post advertised? …………………………………………………………….…….…………

**Please return your completed application form to:-**

**Peterlee Town Council**

**Council Offices**

**Shotton Hall**

**Peterlee**

**Co. Durham**

**SR8 2PH**

**CLOSING DATE: 12.00 noon on Thursday 26th September 2019**