



BLYTH TOWN COUNCIL

JOB DESCRIPTION

Main Terms and Conditions of Service

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| Job Title | Administration & Customer Services Assistant |
| Employer | Blyth Town Council |
| Place of Work | Based in Blyth Town Council offices, Arms Everytne House, Quay Road, Blyth, Northumberland, NE24 2AS |
| Responsible to | Office Manager |
| Salary | NJC Scale Points 1-5 (£17,364-£18,795) |
| Hours of Work | Full Time (37 hours per week) |
| Holidays | 25 days per annum + bank holidays + 2 extra statutory days + 5 extra days after 5 years continuous service (NB annual leave must be used for the period between Christmas and New Year when the Council will be closed) |
| Travel & Mobility | The post holder will not normally be required to travel outside the normal place of work. |
| Training & Qualifications | The post holder will be expected to hold relevant qualifications (see detailed Job Description). |
| Probationary Period | 6 months from employment start date. |
| Notice of Termination of Employment | The period of notice of termination by either party is 4 weeks. |

Job Purpose

The post holder is directly responsible to the Council's Officer Manager.
The main purpose of the role is:

- To assist the Office Manager and all other office staff and members in performing their duties and to provide interface with the public through reception and telephone answering duties.
- To receive queries and complaints and ensure these are passed to the appropriate Officer or organisation to deal with.
- To deal with post received into the Council each day and record and issue receipts for cash or cheques received.
- Preparation of banking records and that of banking cash and cheques.
- Website maintenance. To ensure that information on the website is kept up to date. Liaise with information provider to make any changes in the information and design of the website as required.
- Liaise with Councillors to ensure IT devices have up to date software which are compatible with the Council's IT system.

Specific Duties & Responsibilities

- Receive telephone calls, take messages and answer straightforward enquiries in compliance with the Council's Customer Care Standards.
- Manage incoming and outgoing post in accordance with agreed procedures.
- Provide general office services such as photocopying, collation, lamination and filing.
- Act as a key operator for general office equipment, booking services calls to ensure continuity of service.
- Maintain information systems e.g. filing, booking systems and reference materials ensuring accuracy, confidentiality and ease of use.
- Weekly diary of meetings.

- Support the Committee Clerk in the effective running of meetings of the Council and its Committees.
- Assist in the distribution of Agendas and associated papers for the above meetings.
- Ensure the Council Chamber is prepared for Council and Committee Meetings and other events which are held there.
- Any other duties appropriate to the nature and level of the post as directed by the Town Clerk.

Person Specification – Admin & Customer Services Assistant

| | Essential | Desirable | Method of Assessment |
|---------------------------|---|---|---|
| Qualifications | <ul style="list-style-type: none"> Minimum of 6 GCSE's including C or above in English or ICT | | Certificates |
| Experience | <ul style="list-style-type: none"> Knowledge of Microsoft Windows and associated suite of programmes | Previous work experience in dealing with the public | Application form Pre-employment checks References Interview |
| Skills/knowledge | <ul style="list-style-type: none"> Good written, oral and numeracy skills Proficient ICT skills and ability to understand the use of ICT to achieve work objectives Ability to take direction and work under minimal supervision | | Application form Pre-employment checks References Interview |
| Personal Qualities | <ul style="list-style-type: none"> Willingness to work in a team environment and adapt a collaborative approach Be self motivating Outgoing personality Able to mix with all staff and members of the public Proactive approach and achievement orientated Ability to work in a systematic and orderly manner | | Application form Selection process Pre-employment checks References Interview |