

ANDOVER TOWN COUNCIL

JOB DESCRIPTION

TITLE

Receptionist

JOB PURPOSE

The Receptionist will perform a wide range of administrative and office support activities to facilitate the efficient operation of the Town Council.

LOCATION

The Receptionist will be based at the Town Council office Office 107, Incuhive, 4th Floor, Chantry House, Andover, SP10 1LZ.

DUTIES WILL INCLUDE:

- Meet/ greet visitors and members of the public.
- Organise refreshments for visitors / staff.
- Organise meetings / check diary bookings for the office and staff.
- Maintaining postage machine / taking post to the post box.
- Administrative support for all Officers
- Supporting the day-to-day running of the office, to include shredding, scanning, and preparing meeting documents.
- Mail management to include collecting, opening, and scanning post to relevant Officer, sending post.
- Fielding phone calls and making sure they are directed to the relevant Officer.
- Room booking for Committee and Council meetings.
- To be a point of contact for deliveries
- To maintain contracts required to run the office.
- To research and order items required for the running of the Council with the Town Clerk's guidance.
- Undertaking research as required
- Maintaining an in-house database (service-manager). Training will be given.
- Maintaining two noticeboards; to include posting agendas at the relevant time.
- Banking: taking cheques to the bank if required.
- Office Maintenance: making sure tidy and bins emptied.

THE SUCCESSFUL CANDIDATE WILL HAVE THE FOLLOWING ATTRIBUTES:

- Experience of administrative skills
- IT skills, particularly Word and Excel **at a high level.**
- Customer facing skills.
- A flexible approach to day-to-day duties
- UK driving licence and own transport
- Be able to work on own initiative.
- A 'can-do' attitude
- Good command of English language, spelling, grammar etc.
- Happy to work alone on occasion.

DESIRABLE SKILLS

- Local council experience
- Administration work
- Booking clerk/invoice production and liaising with hirers

Local Council training will be offered to the successful candidate.

CONTRACT

The role is for Full Time (Monday to Friday, 9am – 4.30pm – with a 30 min lunchbreak, the remaining 2 hours to be used for evening meetings, if not needed then can be worked at your convenience within the week). This will be a permanent contract, based upon the National Joint Council for Local Authority Services Terms and Conditions. A pension will be offered at 15% employer contribution.

SCALE

SPC 9 - £25,119 per annum

Benefits:

Parking – reimbursement

Holiday – 23 days a year

This is an interesting and varied role and a great opportunity to be involved in the local community.

There will be a 3-month probationary period.

PERSON SPECIFICATION

Receptionist		
	Essential	Desirable
Educational qualifications	GCSEs or equivalent in Maths and English at grade C or above.	Further qualifications relevant for the role of receptionist/local council that you feel will add value to the role.
Work Experience	Experience of working with people in different settings; administration experience. (Paper and Electronic)	Experience of working with any assets or situations that will arise in a local council, for example booking hire sessions.
Skills/knowledge and aptitude	IT skills and sound knowledge of Office software, (Word, Excel, and power point) Strong Attention to detail & accuracy Communication skills – written & verbal	Ability to problem solve and work on own initiative when required. Knowledge of local councils

Motivation	Able to maintain good relationships with Councillors, public and contractors and other staff. Team player. Self-reliant and self-motivated.	Willingness to undertake training relevant to the role.
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