

STOTFOLD TOWN COUNCIL

Greenacre Centre, Valerian Way, Stotfold, SG5 4HG
01462 730064 enquiries@stotfoldtowncouncil.gov.uk



ADMINISTRATION ASSISTANT (Temporary contract – 6 months)

Due to current staff absence, we have unique window for someone looking for a temporary role, to help support existing office staff.

We are looking for a proven Administration Assistant, for a temporary contract of 6 months, but this could be extended by mutual agreement and as required.

The Temporary Administration Assistant would join a small, friendly team to assist in supporting the work of the Town Council office on delivering council services for the community, help to resolve queries from residents, and assist in meeting preparation for council and committee meetings.

Hours: Monday to Friday, 10am to 4pm (30 hours/week)

Salary: SCP4 £19,264 pro-rata

National pay award pending and Local Government Pension Scheme, if eligible

For a full job description and application pack, please see our website www.stotfoldtowncouncil.gov.uk/Vacancies or contact the Town Clerk on 01462 730064

Applicants are to submit a CV, together with a supporting page to outline relevant experience and supporting information – addressed to the Town Clerk at the address below and marked 'Confidential – Recruitment'.

Closing date for applications is Thursday 27th October 2022

Interviews will be held on Friday 4th November 2022

We are looking for the successful candidate to preferably start as soon as possible, but we are prepared to be flexible in negotiating a start date.

Kate Elliott-Turner, Town Clerk
Stotfold Town Council
Greenacre Centre
Valerian Way
Stotfold, Hitchin, Herts, SG5 4HG
enquiries@stotfoldtowncouncil.gov.uk

ADMINISTRATION ASSISTANT

(Temporary contract – 6 months)

Job purpose

To provide support to the existing office staff and to council during a period of staff absence

To provide excellent customer service to our residents on behalf of the council

To provide administrative support to the council

To support the Town Clerk's administration team

Main responsibilities

Operational

- To provide a high standard of clerical and administrative support to the Town Council office, including (but not restricted to) photocopying, filing, printing, laminating, scanning, archiving, shredding, dealing with incoming/outgoing post, production of correspondence
- To disseminate information to colleagues, councillors and residents
- To assist in the distribution of publicity materials
- To assist with bookings for council facilities, which may include receiving of hire charges
- To report non-town council matters to external bodies, such as reporting of potholes, fly-tipping, etc, and maintain records
- To obtain quotes or submit purchase orders for projects or purchases, as directed
- To assist in maintaining the council's filing system and archived documents

Communications

- To provide reception services for the council offices, as required
- To present a professional and courteous face of the council when dealing with telephone, internet or face to face interactions, including those of a confidential or sensitive nature
- To deal with queries made by both councillors and members of the public
- To liaise with and develop positive working relationships with the staff team
- To liaise with external colleagues and stakeholders
- To assist with the preparation and distribution of agendas, minutes and associated paperwork (or electronic format) as directed by Town Clerk
- To produce invitations, flyers and publicity material using Microsoft Publisher/Powerpoint/Canva, when required
- To deal with routine correspondence – electronic or paper
- To assist with regular updates of Town Council noticeboards

Resource responsibilities

- To assist with organisation of events and activities. Occasional attendance at meetings and events may be required

Equal opportunities

- To be aware of any particular special needs of clients and customers and seek advice if required
- To engage in opportunities to develop own understanding of equality issues

Health and safety

- To be aware of and implement your health and safety responsibilities as an employee and where appropriate any additional health and safety responsibilities as defined in the Health and Safety policy and procedure
- To assist the Town Clerk and colleagues to monitor health and safety requirements within the council's activities

General

- To undertake any other duties that may be reasonably asked of the postholder as required

Note: the duties stated herein are not exhaustive and may be subject to change from time to time to meet the operational needs of the Council.

PERSON SPECIFICATION

	Essential	Desirable
Qualifications		
Education to GCSE standard at grades A-C for a minimum of 5 GCSEs including Mathematics and English, or equivalent (Key skills at Level 2)	✓	
Level 3 certificate or NVQ in clerical administration or equivalent		✓
Recognised IT competence certificate such as European computer Driving Licence	✓	
Experience, Knowledge & Skills		
Experience of working in an office environment, providing a wide range of clerical and administrative support	✓	
Experience of working in a reception environment dealing with telephone, email and personal callers	✓	
Experience of general office procedures e.g. manual and computerised record and filing systems, photocopying, emails	✓	
Experience of taking bookings for services and facilitating customer requests		✓
Experience in posting information on websites and social media		✓
Organised approach to work in relation to file and record keeping	✓	
Good knowledge of Microsoft Office, particularly Word, Excel, Publisher and MS Teams	✓	
Able to produce high standard written communications	✓	
Good communication and numeracy skills	✓	
Excellent communication skills and ability to deal tactfully and confidentiality with sensitive situations	✓	
Ability to research information from relevant sources and present clearly		✓
Personal Style & Behaviour		
Commitment to improving efficiency and effectiveness	✓	
Ability to be self-motivated, innovative and have a flexible	✓	

approach to work		
Commitment to customer care & equal opportunities in service delivery	✓	
Willing to develop knowledge and experience	✓	
Flexible approach to changing work tasks	✓	
Other		
Knowledge of local government or Town/Parish Councils		✓
Good attendance record	✓	

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EQUAL OPPORTUNITIES MONITORING FORM

This form will not be seen by the Interviewer/Panel prior to interview and is not used in any decision-making.

You do not have to complete this form but doing so enables us to monitor the effectiveness of our Equal Opportunities Policy. We recognise the benefits of a diverse workforce. We are committed to treating all job applicants and employees with dignity and respect regardless of race, ethnic background, nationality, colour, gender, trans-gender status, pregnancy, disability, age, sexual orientation, religion or belief. We therefore welcome applications from all sections of the community.

Please state which job you have applied for

1. How would you describe yourself? (Please tick one box)

A	<input type="checkbox"/> Asian or Asian British
	<input type="checkbox"/> Bangladeshi
	<input type="checkbox"/> Indian
	<input type="checkbox"/> Pakistani
	<input type="checkbox"/> Any other Asian background, please state
B	<input type="checkbox"/> Black or Black British
	<input type="checkbox"/> African
	<input type="checkbox"/> Caribbean
	<input type="checkbox"/> Any other Black background, please state
C	<input type="checkbox"/> Chinese or other ethnic group
	<input type="checkbox"/> Chinese
	<input type="checkbox"/> Any other, please state
D	<input type="checkbox"/> Mixed Heritage
	<input type="checkbox"/> White and Asian
	<input type="checkbox"/> White and Black African
	<input type="checkbox"/> White and Black Caribbean
	<input type="checkbox"/> Any other Mixed background, please state
E	<input type="checkbox"/> White
	<input type="checkbox"/> British
	<input type="checkbox"/> English
	<input type="checkbox"/> Irish
	<input type="checkbox"/> Scottish
	<input type="checkbox"/> Welsh
	<input type="checkbox"/> Any other White background, please write in box
F	<input type="checkbox"/> Prefer not to say

2. What is your gender?

Male Female Prefer not to say

3. Is your present gender the same as at your birth?

Yes No Prefer not to say

4. What is your age group?

16-17	<input type="checkbox"/>	18-21	<input type="checkbox"/>	21-29	<input type="checkbox"/>	30-39	<input type="checkbox"/>
40-49	<input type="checkbox"/>	50-59	<input type="checkbox"/>	60 or over	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>

5. What is your sexual orientation?

Heterosexual/straight	<input type="checkbox"/>	Bisexual	<input type="checkbox"/>	Lesbian/gay woman	<input type="checkbox"/>
Homosexual/gay man	<input type="checkbox"/>	Other	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>

6. What is your religious or belief system?

Buddhist	<input type="checkbox"/>	Christian	<input type="checkbox"/>	Hindu	<input type="checkbox"/>
Jewish	<input type="checkbox"/>	Muslim	<input type="checkbox"/>	Sikh	<input type="checkbox"/>
No Religion	<input type="checkbox"/>	Other	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>

7. Do you consider yourself to have a disability or long-term health condition?

Yes No Prefer not to say