



Job Title: Administrative Officer

Job Grade – NJC Spinal Point 5-8 (£25,583 - £26,824 pro rata)

Hours: 22.5 hrs – 25* per week – Standard hours Tues, Weds, Thurs 9am – 5pm and 2.5 hours on Monday evenings when there is a council meeting.

Responsible to: Deputy Town Clerk

Job Purpose:

To provide administrative and reception support to ensure the smooth and efficient operation of the Civic Hall and Poynton Town Council. Delivering high standards of service to residents, visitors and councillors and providing committee administration to support to the Clerk and Deputy Clerk.

Responsibilities including but not limited to:

Providing a welcoming front of house service

- responding to all enquiries relating to the services which the Town Council provides that come through Reception - via face to face enquiries, email and telephone.
- resolving enquiries either directly or by signposting members of the public to Cheshire East, support partners, third parties and members of staff as appropriate
- welcoming visitors and hirers to the Civic Hall.
- hiring out wheelchairs and completing the relevant paperwork
- selling event tickets, maps and photocopying services
- monitoring reception displays on a continuous basis to ensure timely community event posters only are displayed.
- making refreshments for visitors and hirers.
- handling money and till management.
- helping at events (which may occasionally be on a weekend or evening)
- preparing the building for evening closure, shutting windows, locking doors etc

Providing support with general administration to ensure the Town Council maintains high standards of service

- providing a general administration service to the Clerk and Deputy Clerk.
- completing the Operations Issue Log with new enquiries for the Operations Manager and Cheshire East Council
- ensuring that the Council's shared drive is organised and easy to retrieve
- supporting the arrangements of Mayoral engagements
- minuting staff team meetings
- supporting staff members by carrying out research and data collection and producing reports and carrying out general administration duties.
- monitoring and ordering staff stationery supplies
- liaising with Town Council third party office and administration suppliers in case of breakdown or fault reporting of equipment.
- providing assistance to the Marketing and Events Co-ordinator in preparing for Town Council events. This may involve liaising with third party suppliers, preparing craft items, helping to create displays to publicise the event, selling tickets and monitoring attendance.
- liaising with Town Council third party office and administration suppliers in case of breakdown or fault reporting of equipment.

Committee administration

- preparing agenda packs
- attending Council meetings including committee meetings and working groups as a minute taker* and be available on Monday Evenings if required by the Council.
- ~~P~~reparing the minutes, action log and councillor attendance record following committee meetings
- updating the website with the agenda and minutes

Undertake any other duties as allocated by the Clerk or Deputy Clerk that are commensurate with the role and level of experience.

This is not a comprehensive list of all tasks which may be required by the post holder. It is illustrative of the nature and level of responsibility of the work to be undertaken. It is not and should not be considered exhaustive.



Administration

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