

JOB DESCRIPTION

Post Title:	Office Administrator
Working Hours:	Part-time, 20 hours per week (0.54 full-time equivalent), Monday to Friday 10:00am until 2:00pm
Salary Grade:	SPC 5-12 (£19,312- £22,183) pro-rata
Contract Type:	Permanent
Responsible to:	Town Clerk and Responsible Financial Officer

Role Description

To provide high-quality, reliable and confidential administrative support to Cranbrook Town Council.

Cranbrook and the Town Council

Cranbrook is a town being developed from scratch in East Devon on land which used to be green fields. Construction works started in 2011 and during the following year, the first residents moved in. By 2022, the town had grown to approximately 6,500 residents occupying 2,800 or so properties. The current Local Plan which covers the period until 2031 and makes provision for the delivery of circa 8,000 homes housing in the region of 25,000 residents – so Cranbrook will be at least a medium-sized town and probably the second-biggest settlement in the whole of Devon.

Cranbrook Town Council was created as a local authority in May 2015 serving East Devon's youngest community in response to the new town being built. Since then, the Council has completed a number of asset and service transfers to it, including a multi-purpose building; play areas; a 35-hectare Country Park and nature reserve; grounds maintenance covering all areas of public open space in the town; litter picking; bin emptying; community development work and a youth service – and is currently working on the delivery of a sports pavilion at the Ingrams sports pitches, the delivery of new play areas, the delivery of the town centre in Cranbrook, among other areas of work.

Job Description

1. Be the first point of contact for user, customer and tenant queries and deal with personal, telephone and email callers in a welcoming and helpful manner
2. Manage, action and distribute incoming post/e-mail
3. Welcome and direct visitors
4. Carry out general reception duties during the Council's public opening hours on Monday to Friday from 10:00am until 2:00pm, including responding to enquiries from members of the public, receiving post and deliveries
5. Act as the officer responsible for updating and monitoring the Council's social media channels and assume joint responsibility for updating the Council's website with information, agendas, minutes and news items
6. Monitoring of the Mid Week Herald and archiving relevant articles
7. Manage general office supplies including stationery, printer and photocopier supplies
8. Contribute to the maintenance of Town Council noticeboards

9. Respond to basic booking enquiries if required
10. Contribute to the maintenance of diaries and schedules (including yearly committee meeting dates) and to the creation and maintenance of effective (including electronic) filing systems
11. Work without close managerial supervision (except in areas of technical complexity or sensitivity)
12. Prepare outgoing correspondence
13. Where delegated by the Town Clerk or in the case of an emergency, deal with complaints/matters raised by the public/Councillors and report/resolve any matters with the relevant persons/bodies
14. carry out other administrative tasks in a supporting role e.g. letter drops, DVLA applications
15. Support other members of the staff team as required, e.g. by undertaking filing, photocopying, collation of information, placing orders and other general clerical work
16. Comply with all legislation and Council policies relating but not limited to confidentiality, data protection and health and safety
17. Undertake training and personal development as and when identified
18. Undertake any other duties as deemed appropriate

This is not an exhaustive list of duties; they may be varied from time to time without changing the general character of the job or the level of responsibility. A high degree of flexibility and adaptability is an important element of this role.

This is a description of the role as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Signed:

Date:

Signed:

Date:

Person Specification

	Essential	Desirable
1. Education / Qualifications	Educated to a minimum of Maths and English GCSE	Relevant qualification or training in customer services
2. Work Experience	Experience of working in an office or professional environment Proficient in using all Microsoft Office applications and computerised software	Understanding of a local council's legal framework and operating environment
3. General Skills / Knowledge and Aptitude	Ability to work effectively and accurately without close managerial supervision Ability to work to procedures and within guidelines Excellent planning and organisational skills to manage own time and workload effectively Ability to use own initiative to solve problems and achieve results Attention to detail	Ability to operate within a political environment but act impartially and use open and fair processes
4. Personal Qualities	High expectations of self and working to high professional standard Highly motivated and enthusiastic Ability and flexibility to grow with the role and undertake training Flexible and adaptable approach Ability to maintain good relationships with councillors, team colleagues, contractors and the public	