

Kingsbridge Town Council

Job Description

Post title: Administrator/Receptionist

Location: Quay House, Ilbert Road, Kingsbridge, Devon, TQ7 1DZ

Accountable to: Town Clerk

Hours: 16 to 20 hours per week
9.00 a.m. to 1.00 p.m.

Salary: to be spread over Monday to Friday but must include Tuesday
Pro rata NJC salary point 13 (£22,627 full time equivalent)

Job Purpose:

The Administrator/Receptionist is a key member of a small team (Town Clerk and 2 Administrators) providing an essential frontline service to local residents and visitors to the Town Council offices. The post holder is also required to provide effective administrative support to the Town Council.

General Responsibilities:

- To provide a local government information service to the public by dealing with a wide range of front office, correspondence, telephone, email and social media enquiries.
- To signpost the public to other service providers where required.
- To handle a diverse range of general town and community enquiries.
- To be responsible for the day-to-day operation of the Reception office.
- To operate office equipment, desktop computers, photocopiers etc.
- To liaise closely with Town Councillors, the Town Clerk and the other Administrator/Receptionist.

Specific Duties:

- To maintain the Town Council's website (www.kingsbridge.gov.uk), Facebook and Instagram account.
- To provide effective administrative support (both personally and through co-operation with other members of staff) to Town Councillors and the Town Clerk.
- To develop and maintain all systems and procedures required to manage the efficient running of the Reception office (including the Office procedures file).
- To collate and despatch agendas and supporting papers for meetings of the Town Council, Committees and Working Parties.
- To file all correspondence, agendas and minutes.
- To administer all room hire bookings for Quay House including weddings and bookings for the Bandstand.
- To record and despatch invoices for leases, room rentals, allotments, cemetery fees and any other income; to receive all payments; and to bank all monies (normally on the day of receipt).
- To maintain the Members' Handbook, Asset Register and postage account.

- To record the receipt of planning applications and tree works' applications.
- To manage and record all enquires and correspondence.
- To be responsible for maintaining and updating the Town Council's notice boards.
- To administer all orders for office supplies/stationery, postage stamps and Quay House sundries and to ensure sufficient stocks are maintained.
- To conduct walkabout checks of all Town Council assets including visits to the Cemetery, St Edmunds Churchyard, Duncombe Park and Recreation Ground on a weekly basis and to take action on findings.
- To assist in the organisation of annual community events to include Love Your Park, Movies on the Square, and Town Council's participation in Fair Week.
- To produce annual promotional material to include invitations to the Civic Service, town mayor's Christmas Cards, civic event programme, and Bandstand Concerts.
- To administer Embankment Road Cemetery records including the management of burial records, allocation of grave/ashes spaces and collection of appropriate fees.
- To administer Trebblepark Allotments records including the management of allotment records, allocation of plots and collection of rents.
- To administer annual Town Council events including Kingsbridge Community Champions, Glove Hanging Ceremony, Christmas Community Reception and Town Criers' Competition.
- To undertake any identified training appropriate to the grading of the post.
- To undertake any other reasonable duties as determined by the Town Clerk appropriate to the grading of the post.