

Higham Ferrers Town Council

JOB DESCRIPTION

ADMINISTRATIVE OFFICER

Overall Responsibilities

The Town Council strives to provide the community of Higham Ferrers with good quality services and to maintain these services to a high standard. The jobholder will contribute to the efficient running of the council's administration by supporting the customer facing and civic activities of the council, maintaining a relationship with tenants of the Trust's housing and users of the burial ground.

Reports to:

Town Clerk

Hours:

12 Hours a week.

Days of Work:- Monday, Wednesday and Friday 10am – 2pm.

Some evening work for meetings or civic functions and weekend work for community events.

Specific Responsibilities

1. To carry out reception duties, answering telephone calls and dealing with enquiries and personal visits from the general public, ensuring their queries are answered satisfactorily or that they are referred to the appropriate person. Being the first point of contact for complaints and queries from the public.
2. To carry out general office duties, dealing with typing of correspondence, form and notices etc. receiving, sending, dating and distribution of internal and external post, filing of correspondence, reports and maintenance of all filing systems, photocopying, faxing, laminating etc.
3. To bank any cash/cheques on a regular basis
4. To deal with issues raised by the tenants from John White Homes.
5. To assist with arrangements for burials in Higham Ferrers Town Cemetery, liaising with families of the deceased or their representatives, assisting with the maintenance of burial records.
6. To deal with general enquiries from members of the public either at Reception or by telephone or electronic message.
7. To deputise as Secretary to the Mayor and assist with the arrangements for Civic functions.
8. To carry out research as required.
9. To assist with delivery of projects within defined briefs.
10. To assist with the organisation of Community and Civic Events.
11. To carry out other allied duties which may be reasonably required by the Clerk and Council.

WORKING RELATIONSHIP: Close working relationships will be maintained with other members of staff, members of the Council, members of working parties. Contact will be with contractors, members of the public, partner organisations, statutory and non-statutory bodies.