

# Higham Ferrers Town Council

## JOB DESCRIPTION

### Administrative and Communications 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:

25 hours per week over 5 days 11am to 4pm

Days of Work:- Every weekday

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.
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 assist with the organisation of Community and Civic Events.
4. To collate material for and draft the newsletter- Higham Times. To liaise with printers on the printing of the newsletter.
5. To regularly check and maintain and administer the Council's website social media. Writing and creating articles for the website and ensuring the website is kept up to date.
6. Keeping abreast of changes in digital technology and communication. Putting forwards ideas for the Council to consider where changes and improvements could be made.
7. To provide administrative support for the Town Manager including support with projects and events, engaging with businesses and promotion.
8. 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.
9. To act as Secretary to the Mayor and assist with the arrangements for Civic functions.

10. To deputise for the Farmers Market Manager held in Higham Ferrers on the last Saturday of each month, except December when it is the last Saturday before Christmas.
11. To assist with the day to day finance duties including issuing invoices, making payments and keeping up-to-date the accounts software, banking any cash and cheques on a regular basis.
12. To deal with issues raised by the tenants from John White Homes.
13. Attend committees or other evening meetings when required including, in conjunction with others, the preparation of agendas, reports and minutes.
14. To assist with Facilities Management including ensuring that all weekly/monthly/annual risk assessments and checks as required for buildings, open spaces, equipment, electrical testing, fire alarms etc are carried out and records maintained. Liaising with potential hirers.
15. To undertake training as required.
16. 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.

#### **Changing Circumstances**

This job description is not intended to be inclusive or exhaustive and reflects the major tasks to be carried out. In the interests of effective working the task may be reviewed from time to time to reflect changing needs and circumstances. This will be undertaken in consultation with the postholder.

The postholder will be required to adapt himself/herself to changing situations and be prepared to keep abreast of all new developments affecting his/her duties