

Frome Town Council
Job Description
Business Administrator

This is a permanent, full-time contract though a job share may be considered.

SCP 5 £21,575

Hours of work: 37 hours per week Monday to Friday although some Bank Holiday and weekend working may be required occasionally.

Leave Entitlement: 25 days per annum plus public holidays (inclusive of 2 extra statutory days)

Responsible to: Business Manager

Purpose of the role

To provide administrative support across Town Council activities primarily from within the Open Spaces and Finance team which includes activities but is not limited to; finance, IT, parks and environmental planning, insurance, risk management, customer service enquiries, Town Hall reception and building management.

Main responsibilities and key tasks

To assist the Assistant Finance Officer in all aspects of their work as required – data entry, research, filing, IT support company liaison, dealing with queries from staff, Cllrs and the public relating to various aspects of the council's business and services.

To be a point of contact (varying in person, by phone and by email) dealing with enquiries on many issues but particularly our Open Spaces, in a friendly and efficient way

To receive and process enquiries and complaints regarding the Town's open and green spaces, making enquiries and undertaking research to enable a fast, friendly and efficient response.

To record, report and monitor other town complaints to the relevant authority

To provide excellent information and signposting services to local businesses, residents and visitors to the town.

To administer the Town Hall booking system including invoicing bookings

To utilise various Microsoft Office software to prepare correspondence, meeting information and the maintenance of databases and spreadsheets.

To maintain appropriate filing systems relating to Council business

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To process sales of tickets and merchandise including stock control, ensuring stock is up to date and purchase invoices are correct.

General

The responsibility for the smooth running of the Council is incumbent on all members of staff. At certain times – when colleagues are absent or during periods of seasonal or high workloads, for instance - you will be expected to help with or take on additional duties and responsibilities that are in line with the grade and purpose of this role.

A flexible approach to working evenings and weekends is required, although this will always be with as much notice as possible. Likewise, some Bank Holidays.

The post-holder has personal responsibility for safety in accordance with Health & Safety legislation and Council policies.

The post-holder will be expected to behave in a sustainable and ethical way; and to spend public funds wisely.

You will be expected to liaise and work with all other colleagues - with the emphasis being on teamwork, providing assistance to others in covering holiday periods, sickness, and any other contingencies when necessary.

Members of staff are to abide by and promote equalities within the Town Council as outlined in the NJC Pay & Conditions of Service and Council's Constitutional Policies.

You should be committed to the Council's Equal Opportunities Policy and to ensure equality of opportunity in service delivery.

This job is reflective of the current position and is subject to review and alteration in detail and emphasis in the light of future changes or development.

Person Specification
Business Administrator

Qualifications – essential

5 or above in English & Maths at GCSE level or equivalent

Knowledge, skills and experience - essential

- Excellent people skills – creating strong relationships with a wide variety of groups and individuals.
- A friendly, courteous and helpful manner
- A good level of administrative skills/attention to detail
- High level of numeracy and literacy
- A ‘hands on’ and ‘can do’ attitude.
- An ability to work on own initiative and be self-motivated.
- An ability to work as part of a team.
- A desire to see things done promptly and properly.

Knowledge, skills and experience - desirable

- Customer Service experience
- Experience of Microsoft Office software
- Experience of accounting software
- Experience of engaging and working with the community
- Experience of handling complaints
- An ability to deal with tasks in an efficient and organised way – and as swiftly and effectively as possible