

Frome Town Council
Job Description
Business and HR Administrator

This is a permanent and full time contract

Grade: 3/4 SCP 13-20 (£30,364 – £33,897) (2025/26), depending on skills & experience

Hours of work: Full-time, 5 days per week (flexible working considered) including some occasional evening and weekend work and work on Bank Holidays

Leave Entitlement: 25 days (inclusive of 2 extra statutory days) per annum plus public holidays, rising to 28 days after 5 years' service

Responsible to: HR Lead and Executive Assistant to the Town Clerk

The purpose of the role

To provide high quality administrative support, with particular responsibility for human resources administration, business operations, and governance support. The postholder will help ensure the smooth running of HR processes, assist with policy compliance, and provide efficient day to day business administration to enable the Council to deliver services effectively to the community.

Main responsibilities and key tasks

Human Resources

- Maintain and update staff records in line with employment law and Council policies.
- Coordinate recruitment processes including job advertisements, shortlisting, interview arrangements, and onboarding.
- Support staff induction, training, and development programmes.
- Prepare HR documentation including contracts, letters, and policy updates.
- Monitor & report on staff absences, leave, and training records.
- Calculate holiday entitlement and other calculations as required
- Continue use and development of HR software
- Provide administrative support to performance management and appraisal processes.
- Assist with ensuring compliance with employment legislation, health & safety, and equality obligations.

Democratic Services Support

- Assist the HR Lead and Executive Assistant to the Town Clerk with preparation and distribution of agendas, minutes, and reports.
- Support councillors with administrative needs and meeting logistics.
- Help set up meeting rooms and provide tech support during council sessions.
- Maintain records of decisions and ensure public access to key documents.
- Assist with the administration of council projects, contracts, and service delivery.
- Provide day to day administrative support to staff and Councillors.

Business Administration

- Assist the business team with day to day administration such as the processing of invoices, purchase orders, and payments (full training will be provided).
- Assist with budget monitoring.

IT & Systems Support

- Along with the Finance Administrator act as first point of contact for IT issues and liaise with external IT providers.
- Maintain and update council systems (e.g., document management, CRM, finance software).
- Support staff with basic troubleshooting and digital literacy.
- Assist in maintaining printers and copiers, ordering supplies as needed.
- Assist in data security and GDPR compliance in digital systems.

Customer Enquiries & Front Desk (when additional cover required)

- Respond to public enquiries via phone, email, and in person.
- Provide information about council services and signpost to relevant departments.
- Provide cover for the front desk
- Take part in the appraisal process, undertake identified training and be responsible for personal development.
- During times of absence of colleagues or high workloads, you will be expected to help with or take on additional duties and responsibilities that are in line with the grade.

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 and HR Administrator

Qualifications – essential

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

Knowledge and skills - essential

- Keenness to learn HR processes and basic employment law.
- Strong organisational and time management skills.
- Excellent written and verbal communication skills.
- Proficiency in Microsoft Office and general IT systems.
- Strong numeracy skills and ability to use spreadsheets including formulas.
- Ability to handle confidential information with discretion.

Experience – essential

- Proven administrative experience, ideally within HR or local government/charity/public sector.

Experience – desirable

- An understanding of parish/town councils or other not for profit organisations
- Understanding of local government procedures and statutory requirements.

Personal attributes – essential

- Integrity
- Good written and verbal communication skills
- Ability to manage time and workload effectively
- Ability to use initiative and to be self-motivated
- A professional and courteous manner
- Ability to develop good working relationships and work as a member of a team
- Ability to communicate at different levels within the Council and wider community
- Creative problem-solving ability
- Curiosity and a willingness to learn