



Administration and Events Officer

Administrative Officers play an essential role in local government organisations, with key administrative and operational responsibilities.

As an employee of a Parish Council you will, along with the other Officers of the Council, carry out the council policies and deliver vital services to the public ensuring the smooth day-to-day running of the parish area.

On a daily basis you will have direct dealings with the public and have the chance to make a real difference to people's lives. Whilst the role requires you to undertake administrative tasks as part of your role you will be also involved in event co-ordination, delivery, and budgeting.

Person Specification and Skills

This role requires an outgoing, confident individual with experience of working with members of the public in an office based, customer service role, requiring the following skills:

- customer service skills
- administration skills
- patience and the ability to remain calm in a variety of situations
- to be flexible and open to change
- excellent verbal communication skills
- some business management skills
- to be thorough and pay attention to detail
- the ability to work well with others
- the ability to use your initiative
- the ability to organise your time and workload
- the ability to understand complex information relating to policies and procedures
- to be able to use a computer and the main software packages confidently
- commitment to self-development

The successful candidate will have a positive, flexible approach to day-to-day duties with an understanding of working in a small team.

Job Description

Reporting to:	Clerk to the Council
Role (to include):	Carry out the council policies and deliver vital services to the public ensuring the smooth day-to-day running of the parish area as a member of the council team
Hours of work:	22 hours per week 9:00am to 3:00pm (including 30-minute lunch) 4 days per week (Monday, Tuesday, Thursday, Friday) Occasional evenings may be required to support the council along with attendance at council organised events. These will be notified in advance of the date.
Rate of Pay:	NJC Pay spine 12 currently £22,571.00 FTE and £11.73 per hour NJC Pay spine 13 currently £23,023.00 FTE and £11.96 per hour after 6 month probation

NOTE: these pay spines are under negotiation with the national employers for the year 2022 2023, and all negotiated increases will be backdated to 1 April 2022 or the start date whichever is later.

Holiday: 22 days leave (pro-rata for 22 hours working week – FTE is 37 hours per week)

Pension: Pension scheme with 8% employer and 6% employee contributions

Office Administration:

- Handle enquiries promptly and efficiently from members of the public, other council officers and other local and stakeholder organisations either in person, on the phone or in writing
- Follow up enquiries with service delivery teams and manage complaints to agreed escalation points
- ensure information is shared with relevant stakeholders, officers, and members of the council
- Where required carry out research and produce high-quality materials and reports on your areas of responsibility
- Manage your workload across the various areas of work to deliver against timelines and expectations and/or escalate to senior officers for additional support
- Process monthly accounts on council financial system supporting the Responsible Financial Officer to keep accurate and timely financial records and produce reports to council and committees
- Organise, produce, and maintain accurate records of the council areas where you have responsibility
- Maintain and input information into databases and keep manual filing systems and information logs up to date
- Prepare paperwork for checking by a manager and, in some cases, carry out initial checks
- Achieve and deliver results within deadlines
- Undertake a range of general administrative tasks including where required, minuting meetings

Direct areas of Responsibility

- Be responsible for the monthly input of council invoices and expenses against the approved budget using the council specific financial software under the guidance of the Responsible Financial Officer
- Manage bookings of council facilities such as the Community Room, Tennis Courts and potentially the Multi-Use Games area
- Assist in revenue generation to support the upkeep of the facilities by marketing and promoting the venues to interested groups or individuals
- Work with the Deputy Clerk to manage the council communications with direct responsibility for updating and managing the Parish notice boards to ensure all details are accurate and posted in line with statutory obligations
- Maintain the council policies and procedures documents in line with the Oversight and Strategy committee and annual reviews to ensure that all council members and officers, council communications are kept up to date and statutory requirements are met
- Maintain the smooth running of the council office and facilities through procurement of supplies both office and sanitary, gaining competitive pricing at all opportunities
- Support the work of the team in assisting in obtaining competitive quotations as required for council projects and activities

Event Co-ordination and Management

As part of the wider council team, take the lead in working with the council members to deliver local events including:

- Planning an event from start to finish supporting the aims of a working group or committee
- Generating ideas for the event to enhance the provision for the local community
- Managing event budgets to ensure that these remain within the approved allocations
- Look at opportunities to gain sponsorship or donations to mitigate the costs and follow these through to completion
- Manage the logistics and event venues as part of the team
- Manage external service providers and stakeholders to deliver a co-ordinated approach to event management
- Working with the Deputy Clerk put together event marketing and communication plans
- Complete post-event communication, reporting and analysis in the form of a report for council members and the public
- Analysing feedback and report data to measure whether the event goal was achieved