



WETHERBY TOWN COUNCIL

The Town Hall, Market Place, Wetherby, LS22 6NE

Tel: 01937-583584

E-mail: admin@wetherby.co.uk

www.wetherby.co.uk

JOB ADVERTISEMENT

Wetherby Town Council is looking to recruit a new Administration Officer, with the current postholder taking up another position within the council.

Job Title: Administration Officer
Hours: Part Time - 25 hours per week working 8am to 1pm, Monday to Fridays.
Salary: Local Government NJC SCP16, which is currently £14.70 per hour.
Location: Wetherby Town Hall (Council Offices).

The role of the Administration Officer will primarily be:

- To respond to general enquiries from, and provide customer service to, members of the public and Town Hall hirers.
- To monitor the Council's general e-mail address.
- To manage bookings in the Town Hall.
- General management of the council offices in Wetherby Town Hall.
- To provide administrative support to other members of the staffing team.
- To assist with the organisation and coordination of functions or events.

But ... will also include other tasks as required to ensure the smooth running of the Council and Town Hall. The job is varied with no two days being the same and gives an opportunity to work in the heart of the town, meeting a cross-section of people from the Wetherby community. Training will be provided to the postholder, with opportunities for continuing their professional development across multiple disciplines.

The successful applicant will have good communication and literacy skills as they will be interacting with the public, Councillors and other organisations in both verbal and written formats. They will be confident with Microsoft 365 applications and be willing to learn to use our sector-specific software. The Administration Officer needs to be organised, flexible and able to show initiative when required.

Wetherby Town Council is a member of the Local Government Pension Scheme which attracts generous employer contributions. The successful applicant will be provided with the opportunity to opt-in to this scheme via the West Yorkshire Pension Fund. Annual leave entitlement is 23 days per annum (rising to 25 after five years of service), in addition to normal bank and public holidays, the post holder will also be entitled to two extra statutory days.

The job description and person specification are available online at: https://www.wetherby.co.uk/Council_News_and_Notices_3765.aspx

Prospective candidates are welcome to visit the Town Hall offices, or call (Tel: 01937-583584) to discuss the post or seek additional information.

Wetherby Town Council is committed to being an equal opportunities employer. If you have any additional needs, please tell us about any adjustments we may need to make to assist you with the selection process.

Applications are invited via submission of a letter detailing interest in the post, accompanied by a current CV, which should be sent to the Town Clerk, Mrs Iona Taylor, by e-mail to clerk@wetherby.co.uk

Deadline for receipt of applications: 5pm on 1st August 2024.

Interviews to be held w/c 5th August 2024.

Immediate start available for the right candidate.



WETHERBY TOWN COUNCIL JOB DESCRIPTION

Job Title: Administration Officer

Responsible to: The Town Clerk

Date Produced: July 2024

Standard Hours: 25 hours per week, 8am to 1pm, Monday to Friday

JOB PURPOSE

To provide a secretarial and administrative support service to the office.

To provide the first point of contact at Wetherby Town Council and Wetherby Town Hall for members of the public.

To maintain the diary of Town Hall bookings.

To assist with the organisation/coordination of functions/events.

Key Areas of Responsibility

1. Customer Service

- Helping members of the public who contact the Town Council.
- Dealing with general queries by e-mail, phone or from visitors to the Town Hall.
- Dealing with routine enquiries and correspondence without reference.
- Managing the Council's general e-mail account.
- Providing customer service to Town Hall hirers from first enquiry to completion of booking.
- Signposting of enquiries to other service providers.

2. Administrative Service

- Regular communication with the Town Clerk and other staff members.
- Typing of letters and correspondence.
- Maintaining a comprehensive filing system using the council's sharepoint facility.
- Maintaining database of organisations and other contact names and numbers that are regularly needed.
- Supporting the civic function to include maintaining the Mayoral diary, sending out invitations to events and coordination of the Mayoral Christmas cards.

4. Purchasing

- Purchasing stationery and other consumables as required.
- Monitor and replenish all stock items as required.
- Liaison with all staff members on specific items of interest.

6. Town Hall

- Maintaining the diary for Town Hall bookings and dealing with incoming enquiries.
- Liaison with Town Hall hirers to ensure good public and customer relations.
- Production of invoices for regular and ad hoc bookings.

7. General

- Assisting in the organisation of events and functions.
- Attending training courses or seminars as required by the Council.
- Providing help and assistance to all Town Council personnel and Members in a variety of tasks.
- Working with other council officers and organisations to address the Climate & Biodiversity Emergency by supporting initiatives to reduce CO emissions from the Council's activities, properties and facilities.

Please note: This is not an exhaustive list and the postholder may be required to undertake additional roles and responsibilities as identified from time to time in order to meet the ongoing requirements of the council.





WETHERBY TOWN COUNCIL PERSON SPECIFICATION

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Skills

1. Good verbal and written communication skills.
2. Excellent interpersonal skills.
3. A methodical, organised and flexible approach to work.
4. Secretarial skills.
5. Numeracy skills.
6. Problem solving.
7. Self-motivation.
8. Honesty and a respectfulness of confidentiality.
9. Ability to show empathy to residents who seek help and advice on a range of issues.

Knowledge

1. Use of Microsoft 365 software and social media platforms.
2. Office procedures.
3. Data protection.

Experience

1. Relevant experience in an office environment.
2. Relevant experience of customer service.
3. Use of computers and office machinery.
4. Use of software packages.
5. Experience of venue management or Local Government would be desirable but not essential.

Other

1. Ability to relate well to colleagues, Councillors and members of the public.
2. Sets and delivers high standards.
3. Attention to detail demonstrated.
4. Able to carry out physical tasks such as setting up and breaking down room layouts in the Town Hall.