



## **Job Description**

### **Administration Officer**

**Job Title:** Administration Officer

**Reports to:** Deputy Town Clerk

**Hours:** 37 hours per week (flexible, some evenings/weekends)

**Grade:** £26,403 - £28,598 (SCP 7–12)

**Location:** Council Offices (with occasional work at facilities/events)

### **Job Purpose**

One of two complementary admin roles, the Administration Officer delivers high-quality administrative, digital, and community engagement support. The postholder leads specific workstreams to ensure resilience and service continuity while providing general office, governance, finance and communications support across the Council.

### **Key Responsibilities**

#### **Office Administration**

- Deliver efficient day-to-day office operations and act as a first point of contact for public enquiries.
- Manage correspondence, filing, stationery, office supplies and contractor liaison.
- Provide administrative support to the Town Clerk and Deputy Clerk.
- Support FOI, Data Protection and compliance processes.
- Lead agreed workstreams (e.g. website/digital content, bookings, governance packs, office systems) and provide cover for the complementary admin postholder.

#### **Committee & Governance Support**

- Prepare agendas, reports and meeting documentation.
- Attend meetings when required to produce accurate minutes.
- Record, track and follow up decisions and actions in line with statutory and Council procedures.

#### **Finance & Records**

- Maintain accurate data within financial systems.
- Raise invoices, receipts, and support routine financial tasks.
- Maintain registers, asset records, and booking/payment administration.

## **Digital Communications & Website**

- Update and maintain website content.
- Help create social media posts, notices and community updates.
- Organise digital files, calendars and online forms.

## **Community Engagement & Asset Support**

- Support promotion and administration of Council facilities, public spaces and events.
- Manage bookings and ensure required documentation is complete.
- Log and track asset-related enquiries and routine work with the operational team.
- Assist with Council-led events, including occasional on-the-day support.

## **Decision-Making & Compliance**

- Handle routine matters independently within established policies.
- Escalate non-routine, high-risk or sensitive issues appropriately.
- Maintain a simple decision log for transparency.
- Support Health & Safety processes; act as a First Aider (training provided).
- Undertake required training and follow all Council policies and codes of conduct.

## **General**

- Carry out duties reasonably aligned with the role.
- Provide flexible support during evening meetings or events as required.

## **Person Specification**

### **Essential**

- Strong organisational and multitasking skills.
- Excellent written and verbal communication.
- Confident engagement with the public and partners.
- Proficient with Microsoft Office, digital tools, websites and social media.
- High accuracy and attention to detail.
- Proactive, self-motivated and able to work independently and collaboratively.
- Ability to manage confidential/sensitive information.
- Experience working cooperatively in a small team with shared cover responsibilities.
- Good judgement to resolve routine issues within delegation.

### **Desirable**

- Local government or similar admin experience.

- Minute-taking/committee administration.
- Experience with CMS, digital engagement tools or basic finance systems.
- Knowledge of GDPR, FOI and compliance requirements.
- Experience working under defined delegations and escalation thresholds.