

CRINGLEFORD PARISH COUNCIL

ADMINISTRATOR

JOB DESCRIPTION

Job Specification: Administrator

Grade: Scale Point 10-12, £13.28 - £13.73 per hour (£25545 – £26421 full time equivalent) [Pay award pending from 1 April 2024]

Job Location: The Administrator will be expected to work across the Council's buildings in Cringleford as required. This is an office based-position.

Hours: 21 per week (3x days, ideally 8am-3.30pm Tuesday – Thursday or 4x mornings per week, but there can be some flexibility with the days in agreement with the Parish Clerk)

Job Summary: Part of a team, responsible for high standard administration and invoicing work relating to council premises and grounds. This will include building and maintaining an excellent customer services ethos with hirers that results in a high level of customer satisfaction, ensuring that hirers of the facilities are motivated to use them to a degree that makes the business successful and financially viable.

Responsible to: The Administrator will be responsible to the Parish Clerk.

1. General Duties & Responsibilities:

The Administrator will:

- 1.1 Under the direction of the Assistant Clerk, take bookings and payments for all facilities
- 1.2 Under the direction of the Assistant Clerk, invoice hirers on a monthly basis and chase payments where necessary
- 1.3 Build excellent relationships with regular and casual hirers of facilities by being reliable & professional and providing high quality customer services support.
- 1.4 Manage the Parish Council website and social media
- 1.5 Carry out digital promotion of the premises to promote activities within.
- 1.6 Receive and respond to correspondence as directed
- 1.7 Comply with all parish council policies and procedures.

- 1.8 Provide short-term cover for the Assistant Parish Clerk in the event of annual leave / sickness.

2. Parish Council Buildings, Recreation Grounds and other Council owned areas

The Administrator will:

- 2.1 Under the supervision of the Assistant Clerk, undertake booking administration of the recreation grounds, The Pavilion, The Willow Centre, The Jubilee Centre, and other council owned areas in accordance with the instructions of the Parish Council and the requirements of all relevant legislation.
- 2.2 Manage payments received for use of the facilities in accordance with the Council's Financial Regulations.
- 2.3 Assist the Parish Clerk as required in organising the maintenance and repair of the Council's buildings, including annual maintenance contracts.
- 2.4 Assist the Parish Clerk as required in organising all inspections required by legislation and good practice of the recreation grounds, children's play areas, and other Council owned areas and premises.
- 2.5 Contact outside agencies to report matters such as streetlight repairs, potholes and overgrown hedges
- 2.6 Assist the Parish Clerk with meeting paperwork and preparation

3. Training

The Administrator will:

- 3.1 Attend training sessions as required and agreed by the Clerk to ensure knowledge is updated.

4. Health and Safety at Work

The Administrator will:

- 4.1 Adhere to the Council's policies on Health, Safety and Welfare.
- 4.2 Assist the Clerk in ensuring that health & safety requirements are fully complied with for the well-being and safety of all who visit or work in the facilities.

5. Any Other Duties

The Administrator will:

- 5.1 Undertake any other duties which may from time to time be allocated by the Council which may reasonably be expected to be carried out.

5.2 Be an occasional out of hours contact for caretaking staff.

This job description is subject to review, at least annually in consultation with the post holder.

Last updated February 2024.

Person Specification

Essential	Desirable
Ability to communicate confidently, easily and effectively with members of the public	Diary management / creating rotas
At least one year experience working as an administrator in an office environment	Minute taking experience
The physical ability to set rooms up for hirers by setting out chairs, tables, projector etc	Invoicing and reconciling payments experience
Knowledge and practical experience of using Microsoft Word and Excel	Use of Microsoft Publisher and PowerPoint
Ability to manage workloads and priorities and work under pressure and to tight deadlines	WordPress website updating knowledge
Excellent attention to detail	RSA/OCR Typing and/or word processing Stage 2 or similar
Using initiative and working without constant supervision	
5 GCSE's (Grade A-C / 5-9) or equivalent – these must include Maths and English	
Own transport to move between buildings	