

JOB DESCRIPTION

JOB TITLE:	ADMINISTRATION OFFICER
EMPLOYMENT:	Permanent - 12 hours per week
PAY SCALE:	Spinal Column Point 14-20
REPORTS TO:	Town Clerk

General Purpose

Working in a small team, the Administration Officer's main responsibilities are to manage the allotment tenancies, cemetery and burials, and general inspection and maintenance of assets around the parish. They will also provide support the Town Clerk in his/her duties, assist at council events, and help to ensure the smooth running of the Town Council.

The job description sets out the main duties of the role as at the date it was drawn up. These may vary from time to time without changing the general character of the role or the level of responsibility entailed. It is expected, therefore, that the jobholder will undertake any other duties commensurate with the grading of the post.

Specific Duties and Tasks:

Cemetery and Burial Ground

- Ensure the effective management of the Council's burial ground.
- Liaise with members of the public and funeral directors over arrangements for burials.
- Issue burial grants, maintain burial records, and deal with transfer of grave ownership in accordance with statutory responsibilities.
- Manage consents for headstones, liaising with memorial masons as required.
- Issue invoices and collect fees due for cemetery services.
- Provide advice and support to customers on cemetery rules and regulations.
- Provide administrative support for all matters relating to memorial safety.
- Advise the Council on burial charges and matters affecting the running of the cemetery.

Allotments

- Ensure the effective management of the Council's allotments.
- Manage the allotment waiting list.
- Manage allotment tenancies, issuing tenancy agreements, invoices, and collecting fees.
- Provide advice and support to allotment tenants on allotment procedures and rules.

- Advise the Council of any matters affecting the running of the allotments, including complaints or disputes.

Inspections and maintenance

- Routine play equipment checks and minor repairs, bringing defects and problems to the attention of the Town Clerk.
- Ensure that defibrillators are maintained in service, inspected monthly, and status reported to the ambulance service, ordering spare parts as required.
- Carry out biannual property and asset inspections, reporting findings to committee.
- Organise minor repairs to assets e.g. benches and noticeboards.

Office administration

- To be responsible for dealing effectively with all customer enquiries by telephone, email, letter and in person.
- To assist the Town Clerk in maintaining the Parish noticeboards including Notices of Meetings, Statutory Notices, events, and other useful information.
- To carry out routine administrative tasks; such as collating information, photocopying, filing, archiving and any other similar work.

Community engagement

- To act as a front line, public facing representative of the Council and engage with a wide cross section of the community in a friendly, approachable, and enthusiastic manner.
- Working with volunteer groups to undertake practical activities – offering support, supervision, training and encouragement e.g. a litter pick or remembrance.
- Helping to plan and assisting at occasional public events held in the parish.
- Acting to preserve and promote the good reputation of the Council in all dealings with the public, community groups and others.

General

- Any other duties the Council may consider appropriate to the post.
- Attending training courses associated with the work as required by the Council.

Person specification

Factor	Essential	Desirable
Qualifications	Educated to GCSE level or equivalent with minimum of English and Maths GCSE (Grade C).	Cemetery training
Experience	<p>Experience in maintaining administrative records</p> <p>Experience of Microsoft Office packages</p> <p>Experience in a customer facing role</p>	<p>Experience of local council administration</p> <p>Experience of cemetery work</p> <p>Experience of engaging and working with the community, especially working with volunteers</p>
Knowledge / skills	<p>Good verbal and written communication skills</p> <p>Proficiency in a range of software including Excel</p> <p>Good financial acumen, with ability to prepare invoices</p> <p>Ability to deal calmly and sensitively with customers, sometimes in difficult situations</p>	<p>An understanding of the law relating to allotments</p> <p>An understanding of the law relating to burials</p>
Personal qualities	<p>Strong inter-personal and communication skills</p> <p>Self-motivated and able to work on your own initiative</p> <p>Committed and enthusiastic about providing high quality services to the local community</p>	Resourceful and practical approach to problem solving
Other	<p>Willingness to undertake evening and weekend work.</p> <p>Willing to work outside in a variety of weather conditions.</p> <p>Prepared to undertake some lone working</p>	

Terms and Conditions

Pay

The starting salary range is within LC1, spinal column points 14 to 16, depending on qualifications and experience. Salary rates increase in line with the annual increase negotiated annually by the National Joint Council for Local Government Services. Council will consider an annual incremental increase subject to satisfactory performance.

Contract

The appointment is permanent and is subject to the National Agreement on Salaries and Conditions of service of Local Council Clerks in England and Wales 2004, save as amended.

Probation

There will be a six-month probationary period with a three-monthly review.

Place of work

Council office @ The Westwoods Centre, Bassett Road, Northleach, Cheltenham GL54 3QJ.

Hours

Whilst the basic working pattern is 12 hours per week worked across 3 or 4 days (to be agreed with the successful candidate), evening work may be required e.g. to attend council or committee meetings, for which time off in lieu is permitted.

Casual car users

Mileage in the course of duties e.g. to attend training, will be reimbursed at the standard HMRC rate, subject to the prior approval of the council.

Annual leave entitlement

On commencement of employment = 32 days (pro rata for part time positions)

This is made up of 22 days plus 2 extra statutory days (determined by the employer and usually taken over Christmas) and 8 Bank Holidays.

Additional 3 days after 5 years' service = 35 days

Pension

The Council offers a contributory pension scheme which you will be entitled to join.

Pre-employment checks

Any offer of employment will be subject to two satisfactory references being received, one from the present or previous employer.