



## JOB DESCRIPTION

<b>Job Title</b>	<b>Receptionist/Administrative Assistant</b>
<b>Reports to</b>	<b>Facilities Manager</b>
<b>Hours of Work</b>	<b>37hpw Working week Monday to Friday (5 Days)</b>
<b>Line Management Responsibility</b>	<b>None</b>
<b>Place of Work</b>	<b>Town Council Offices 28-30 Fore Street, Wellington</b>
<b>Grade</b>	<b>£ 25,584 - £ 27,711 (LC1 7-12)</b>

### **1. Job Purpose (brief summary of role)**

To provide a reception service for the Town Council offices, including answering the phone and responding to emails and visitor enquiries, and general administrative support to other Council staff.

### **2. Main Duties (detail activities)**

1. To act as the first point of contact for visitors to the Town Council offices
2. To provide information to visitors about the work of the Town Council, Somerset Council and other agencies signposting people to the appropriate organisation for their enquiry.
3. To undertake general administrative tasks to support the work of the Town Council.
4. To log enquiries received and pass them on to the appropriate Council member of staff or town councillor.
5. To provide advice and guidance to visitors on Wellington and the surrounding areas.

6. Deal with general telephone and face-to-face enquiries and professionally, signposting enquirers to appropriate contacts or providing advice and information as appropriate to ensure that they receive a positive experience and outcome.
7. Monitor and respond to enquiries received through the mailbox ensuring that enquiries are answered promptly or are re-directed to the Council member of staff or town councillor for action or response.
8. Schedule and manage appointments of conference/meeting rooms, whether through phone calls or online systems, and venue hire with responsibility for issuing/returning keys.
9. Responsible for coordinating schedules, update calendars, and notify relevant staff members of upcoming appointments or changes.
10. To receive, distribute and send out post.
13. Log building faults and maintenance requests into the property asset management system and ensure the Facilities Manager is informed of actions required.
14. Support Council members of staff in relation to day-to-day operations
15. Assist with enquiries in relation to the booking and hiring of Wellington Town Council facilities.
16. Undertake general office administration duties and provide back-office support
17. Provide first aid treatment and assist as necessary in the event of an emergency incident, following procedures and contacting the relevant emergency services, and escalating the issue to management.
18. To assist the Facilities Manager with fire warden duties in the event of a building fire evacuation or evacuation drill.
19. To support the Facilities Manager with testing of fire management systems and equipment to maintain compliance.
20. Carry out other duties as required or delegated by the Town Clerk and Facilities Manager.
21. To provide support to Town Council meetings and events which may require some evening/weekend working for which additional payment will be paid in time off in lieu given

### Post Title: Receptionist/Administrative Assistant

	Essential Criteria	Desirable Criteria	Method of Assessment/ Source of Information
<b>Key Skills &amp; Abilities</b>	<ul style="list-style-type: none"><li>• Good ICT skills, able to use Microsoft Office software with confidence.</li><li>• Proficient with the Internet, Email, and social media.</li><li>• Ability to communicate effectively both verbally and in writing to a range of audiences including customers, councillors, and colleagues.</li><li>• Ability to work as part of a team.</li><li>• Ability to organise and take a logical approach to tasks.</li><li>• Ability to use own initiative and work independently.</li><li>• Ability to undertake a diverse workload.</li><li>• Ability to respond positively and proactively to unexpected problems and situations.</li></ul>		Application form/Interview/Reference

	<ul style="list-style-type: none"> <li>• Good numeracy and literacy skills.</li> </ul>		
<b>Education &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>• GCSE Maths and English or equivalent.</li> </ul>		Application form
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Working knowledge of Microsoft Word, Excel, Outlook, and Internet Explorer.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of the services provided by Wellington Town Council.</li> <li>• Knowledge of the services provided by other associated organisations.</li> <li>• Knowledge of Wellington and the surrounding area.</li> </ul>	Application form/Interview
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Working in a front of house/reception/office environment.</li> <li>• Using Microsoft Office, social media, and the Internet.</li> <li>• Providing customer focused services.</li> <li>• Working in a busy environment/office.</li> </ul>		Application form/Interview/Reference
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Excellent interpersonal skills.</li> <li>• Willingness to take on a range of tasks as required.</li> <li>• Ability to work in a team.</li> <li>• Customer focused.</li> </ul>	<ul style="list-style-type: none"> <li>• An interest in local heritage and history.</li> </ul>	Application form/Interview

	<ul style="list-style-type: none"><li>• Flexible and self-motivated approach to work.</li></ul>		
<b>Other</b>	<ul style="list-style-type: none"><li>• Ability to work occasional weekends and evenings.</li><li>• Ability to some minor undertake manual handling tasks.</li></ul>		