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| **Job Title:** **Senior** **Administrator** |
| **Post No: BTC 027** |
| **Team: Administration Team** |
| **Responsible to: Administration & HR Manager** |
| **Number of direct reports: 0** |
| **Budgetary responsibility: None** |
| **Salary Range: (SCP 11-14) £21,748 - £23,080** |
| **Contract Type: Permanent**  |
| **Hours (e.g., full or part time): Full time** |
| **Location: The Town Council Offices, The Old Court House, 4 Saffron Road, Biggleswade** |
| **Name: Vacant** |
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| Overall Purpose1. To provide an excellent customer interface for the Council services.2. As part of the Administration Team, to provide administrative support to the Council’s services and democratic processes.3. To be responsible for the administration of all Council and Committee meetings.4. To be responsible for the creation and maintenance of numerous plans and policies for the Town Council.  |
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| **Key Outcomes and accountabilities:**1. To be responsible for updating the Town Council’s website where necessary.
2. Answering phone calls, emails, and dealing with customer enquiries, dealing sensitively and courteously with their enquiries.
3. To be responsible for the creation of agendas for all Council & Committee meetings, using Adobe Pro for conversion of documents to PDF and Zoom for creating Zoom links and invitations. To upload all agendas to the Town Council website and to place all public notices on the Town Council noticeboards in line with legal requirements.
4. To be responsible for producing minutes for all Council & Committee meetings in a timely manner.
5. To be responsible for the smooth-running of all Council & Committee meetings, including the set up of technology.
6. To arrange representation for Central Bedfordshire Council’s Development Management Committee.
7. To send the planning application decisions at Council to Central Bedfordshire Council.
8. Ensure electronic and hard copy folders are up-to-date with all agendas in line with legal requirements.
9. To request from Central Bedfordshire Council an extension on planning applications where necessary.
10. To maintain an up-to-date list of Council & Committee meetings and Working Groups and to ensure that this is reflected on the Town Council website.
11. To create, send and amend calendar invitations to Councillors and Officers for Town Council and Committee meetings, as well as other Council meetings.
12. To draft and send letters to Central Bedfordshire Council’s Planning Officer if there is an appeal to a planning application.
13. To create a supplementary agenda for additional planning applications or urgent business.
14. To assist the Administration & HR Manager on burial and payroll related tasks.
15. To register weekly defibrillator checks. To resolve defibrillator issues where necessary.
16. To be responsible for updating and maintaining the Programme Plan.
17. To be responsible for updating and maintaining the Asset Register.
18. To be responsible for updating and maintaining the CBC Engagement Plan.
19. To be responsible for updating and maintaining the Community Emergency Response Plan.
20. To be responsible for updating and maintaining the Internal Business Continuity Plan.
21. To be responsible for updating and maintaining the Procurement Policy.
22. Within the Team, to undertake a full range of office support services to management and councillors in accordance with operating procedures and to bring about continuous improvement.
23. To arrange meetings and to undertake a role for hospitality and servicing them. To deal with any customer needs or complaints.
24. To complete and format information, using various IT techniques, preparing correspondence, reports and other documents.
25. If requested, to be the duty First Aid Appointed Person and Fire Warden.
26. To promote the principles of customer care, equality, quality management and good health and safety standards.
27. To undertake other tasks with the competence of the post holder at the request of the Administration & HR Manager, and Chief Executive & Town Clerk.
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| **ATTRIBUTES** | **ESSENTIAL/****DESIRABLE** | **REQUIREMENT** | **METHOD OF ASSESSMENT** |
| **QUALIFICATIONS** | Essential  | A good standard of education. | Application Form |
| **EXPERIENCE/****KNOWLEDGE** | Essential | Experience of working in a busy office environment, providing a wide range of clerical and administrative support. | Application Form and Interview |
| Desirable | Experience of taking bookings for services. | Application Form and Interview |
| Desirable | Experience in local government administration. | Application Form and Interview |
| Desirable | Experience in promotion and exhibitions. | Application Form and Interview |
| Desirable | In servicing formal meetings and taking minutes. | Application Form and Interview |
| Essential | Experience of Microsoft Office packages. | Application Form and Interview |
| Essential | Experience in posting information on websites and social media. | Application Form and Interview |
| Essential | A knowledge of good customer care practice. | Application Form and Interview |
| Desirable | Knowledge of working within a quality management system with a “right first time” ethos | Application Form and Interview |
| Essential | A strong working knowledge of modern office/reception procedures and ICT. | Application Form and Interview |
| **ABILITY/SKILLS** | Essential | Ability to be self-motivated, innovative and have a flexible approach to work. | Application form and Interview |
| Essential | A high attention to detail when completing all tasks.  | Application form and Interview |
| Essential | Ability to learn quickly in a fast-paced environment.  | Application form and Interview |
| Essential | Excellent communication skills and ability to deal tactfully and confidentially with sensitive situations.  | Application Form and Interview  |
| Desirable | Familiar with local government services. | Application Form |
| **OTHER** | Essential | Commitment to improving efficiency and effectiveness. | Application form and Interview |
| Essential | Commitment to customer care & equal opportunities in service delivery. | Interview |