



JOB DESCRIPTION/PERSON SPECIFICATION

Job Title: Administration Officer
Post No: BTC 005
Team: Business Support
Responsible to: Administration & HR Manager
Number of direct reports: 0
Budgetary responsibility: None
Salary Range: SCP 13-17 (£26,873 - £28,770)
Contract Type: Permanent
Hours (e.g., full or part time): 37 hours per week
Location: The Town Council Offices, The Old Court House, 4 Saffron Road, Biggleswade
Name:

Overall Purpose

1. To be responsible for the administration of burial interments, ashes interments, and memorial applications at the Town Council's cemeteries.
2. To be responsible for a number of IT-related activities, including keeping a log of all IT equipment and being responsible for reviewing and maintaining the Council's IT architecture.
3. To provide administrative support for the management of the Town Centre.
4. To support the Council in being Health & Safety compliant.
5. To provide administrative support for Town Council projects.
6. To provide an excellent customer interface for the Council's services.

Key Outcomes and accountabilities:

1. To support the Town Clerk & Chief Executive and the Head of Governance & Strategic Partnerships with administrative project support for ongoing Town Council responsibilities.
2. To be responsible for the administration of burial interments, ashes interments and memorial applications at the Town Council's cemeteries.
3. Assisting the Administration & HR Manager with administration.
4. To be responsible for regularly reviewing and maintaining the Council's IT architecture and ensuring that this remains organised with correct document titling and filing in adherence with the Council's File Management Policy.
5. To ensure adherence to the Council's IT Policy.
6. To be responsible for keeping a log of all IT equipment and to be responsible for ensuring that all IT equipment has a bar code. To store all spare IT equipment securely.
7. To be responsible for the Council's IT cyclical replacement programme and to advise the finance team accordingly.



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8. To provide administrative support to senior management staff, including drafting basic correspondence, diary management and prompting on outstanding action items. To arrange meetings with Town Councillors and external stakeholders where requested and to undertake a role for hospitality and servicing them.
9. To support the Council in ensuring Health & Safety compliance, including keeping a register for all health and safety equipment.
10. To lead on administering Car Parking Permits. To approve applications through the website and to issue car parking permits. Report issues with ticket machines. Provide the Head of Finance with payment documents. To resolve any issues with the car parking machines within the Town Council managed car parks where required.
11. To manage the bookings of the Council's football pitches.
12. To be responsible for managing charity stall bookings for the Saturday Market.
13. To be responsible for ensuring that all stallholders at our Markets have in-date public liability insurance and food safety and hygiene certificates and to keep a file of these documents. To prompt stall holders for up-to-date documentation prior to the documentation expiring.
14. 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.
15. To correctly file legal agreements for record keeping purposes.
16. To be responsible for submitting weekly site check reports for the Town Centre defibrillator. To be responsible for ensuring the defibrillator at the Town Centre is operational.
17. To complete and format information, using various IT techniques, preparing correspondence, reports and other documents.
18. If requested, to be the duty First Aid Appointed Person and Fire Warden.
19. To promote the principles of customer care, equality, quality management and good health and safety standards.
20. To undertake other tasks with the competence of the post holder at the request of the Town Clerk & Chief Executive.



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ATTRIBUTES	ESSENTIAL/ DESIRABLE	REQUIREMENT	METHOD OF ASSESSMENT
QUALIFICATIONS	Essential	A good standard of education.	Application
EXPERIENCE/ KNOWLEDGE	Essential	Experience of working in a busy office environment, providing a wide range of clerical and administrative support.	Application and Interview
	Essential	A high level of attention to detail.	Application and Interview
	Desirable	Experience of taking bookings for services.	Application and Interview
	Desirable	Experience in local government administration.	Application and Interview
	Essential	In servicing formal meetings and taking minutes.	Application and Interview
	Essential	Experience of Microsoft Office packages.	Application and Interview
	Essential	A knowledge of good customer care practice.	Application and Interview
	Desirable	Knowledge of working within a quality management system with a "right first time" ethos	Application and Interview
	Essential	A strong working knowledge of modern office/reception procedures and ICT.	Application and Interview
ABILITY/SKILLS	Essential	Ability to be self-motivated, innovative and have a flexible approach to work.	Application and Interview
	Essential	Ability to learn quickly in a fast-paced environment.	Application and Interview
	Essential	Excellent communication skills and ability to deal tactfully and confidentially with sensitive situations.	Application and Interview
	Desirable	Familiar with local government services.	Application
OTHER	Essential	Commitment to improving efficiency and effectiveness.	Application and Interview
	Essential	Commitment to customer care & equal opportunities in service delivery.	Interview