

TENTERDEN TOWN COUNCIL

The Town and Hundred of Tenterden



A Corporate Member of the Cinque Ports

Administration Assistant – Job Description

Contract type and hours	Permanent Part time 0.6FTE (22.2 hours per week)
Working hours	Working days and times to be agreed. Occasional weekend and evening working will be required.
Location	Tenterden Town Hall
Reports to	Town Clerk
Responsible for	This post holds no supervisory responsibility
Salary scale	National Joint Council for Local Government Services SCP 7 – 12, £24,294 - £26,421 (pro-rata) (24/25 Pay award pending)

Tenterden Town Council

The Town Council's central role is to act in the interest of the whole community by making decisions and recommendations to improve the town and its environment and the quality of life for residents. The Town Council serves as the main link between the people of Tenterden and the district authority, Ashford Borough Council.

The town council consists of 16 councillors, elected by the community to decide collectively, how the council should carry out its various activities. Councillors represent the public interest as well as the individuals living within the ward in which he or she has been elected to serve a term of office.

The activities and decisions of the town council are implemented by a small team of staff, led by the Town Clerk. The staff team consists of administrative staff who enable the town council to operate, to fulfil its statutory duties and manage and make the best of its resources. The team is normally based in the Town Hall, which as well as being a hireable venue acts as a service hub for local residents and provides a small tourist information function. During the Town Hall closure for refurbishment, the staff team are based at Milroy House on Sayers Lane. The town council's Maintenance Team undertake duties in and around the town, focusing on maintaining and caring for council land and properties, ranging from public buildings, gardens and play areas to Kiln Field, the town's nature reserve.

Tenterden Town Council as an organisation dates back hundreds of years. Records exist dating as far back as 1449, when the town was granted borough status by King Henry VI. Tenterden is a member of the historic Confederation of Cinque Ports, as a limb of Rye.

Administration Assistant - main purpose of the role

To assist the Town Clerk and Deputy Town Clerk in undertaking the administrative functions of the council, including matters relating to the operation of the Town Hall office and its public facing activities, and supporting the delivery and implementation of council decisions, activities and events.

Tenterden Town Council, Town Hall, 24 High Street, Tenterden, Kent, TN30 6AN

Website: www.tenterdentowncouncil.gov.uk • Email: townhall@tenterdentowncouncil.gov.uk

Telephone: 01580 762271 • Fax: 01580 765647

Main Duties	
1	Working alongside colleagues to act as the Town Council Office's first point of contact for councillors, residents and external parties; ensuring that all enquiries and requests are addressed promptly and courteously, in line with the council's policies and commitment to exceptional customer service.
2	To provide administrative support to the Town Clerk, including handling correspondence, arranging meetings and maintaining records.
3	To support the Deputy Town Clerk, in facilitating the smooth operation of the Town Council Office and its varied activities and functions.
4	To provide administrative support to meetings of the council and its committees and sub-committees - arranging meetings, preparing agendas and minutes and undertaking any follow-up actions.
5	To assist the Deputy Town Clerk in the administration and organisation of town council activities, events and civic functions, including matters relating to mayoral events and engagements.
6	To support other council led activities such as administration of the town council's Friday High Street Market.
7	To monitor and update the council's website and social media accounts in line with council objectives and policies, both through generating original content and publishing content on behalf of colleagues.
8	To assist in the production of council newsletters or other council publications as required, including through use of any associated software packages.
9	To take and administer bookings for use of council facilities. Liaising with indoor and outdoor staff to ensure that arrangements are in place for any scheduled events and activities taking place at council land and buildings.
10	To obtain quotes and place order goods and services for the council, as authorised to do so.
	<u>Please note:</u> these duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grading of the post. This Job Description may be reviewed and updated from time to time.

Reporting lines	
1	The Line Manager for this role is the Town Clerk, who oversees implementation of the town council's employment policies, relating to matters such as absence, performance management, recruitment and identification of training needs.
2	The Supervisor for this role is the Deputy Town Clerk, who oversees work allocation to, and training of the Administration Assistants and deputizes for the Town Clerk in her absence.
3	The Town Council's Staff and Employment sub-committee supports the Town Clerk to manage the staff team, reviews and updates employment policies and oversees the level of staff resource needed to support the council to achieve its aims and objectives.
4	The Finance & General Purposes committee considers recommendations from the Staff and Employment sub-committee in respect of staffing matters.

Person Specification			
Qualifications	Essential	Desirable	Method of assessment
GCSE level Maths and English passes (or equivalent)		X	Application form
Experience and knowledge	Essential	Desirable	Method of assessment
Experience of office administration	X		Application form/ interview
Experience of working in a customer-facing role	X		Application form/ interview
Experience of dealing with a wide range of stakeholders	X		Application form/ interview
Experience of writing minutes	X		Application form/ interview
Experience of using social media channels, in a professional capacity		X	Application form/ interview
Skills and attributes	Essential	Desirable	Method of assessment
Excellent communication skills, written and verbal	X		Application form/ interview
Excellent organisational skills	X		Application form/ interview
Excellent IT Skills (Microsoft Office)	X		Application form/ interview
Qualities	Essential	Desirable	Method of assessment
Ability to work individually and autonomously as well as working within a team	X		Application form/ interview
Able to balance conflicting priorities, meet deadlines and work quickly and accurately under pressure.	X		Application form/ interview
Able to work collaboratively with external parties and with members of the town council.	X		Application form/ interview
Committed to continuous professional development	X		Application form/ interview
Other matters	Essential	Desirable	Method of assessment
Willing and able to attend town council meetings during the evening	X		Interview
Willing and able to work weekends when town council events/activities are taking place	X		Interview
Driving licence and own transport required.		X	Interview

Recruitment and selection process

Application is through submission of a covering letter along with a completed standard application form. A CV may be submitted if this will complement or amplify points on the completed application form.

The closing date for applications is Monday 16th September at 9AM.

Applications should be sent by e-mail to: townclerk@tenterdentowncouncil.gov.uk

Shortlisted candidates will be notified, w/c 16th September and invited to attend for interview on Monday 23rd September.

Any questions or queries should be addressed to:

Debbie Baines, Town Clerk
townclerk@tenterdentowncouncil.gov.uk
01580 762 271

Benefits

Annual leave

29 days annual leave plus statutory bank holidays (pro-rata for part-time staff)

Pension scheme

Enrolment on the Kent Pension Fund, Local Government Pension Scheme.