

OFFICE AND PLANNING ADMINISTRATION ASSISTANT

Location: Edenbridge Town Council
Responsible to: Town Clerk (and currently Tourism and Administration Officer)

Hours: 30-hours per week (including 17 (variable) evening planning meetings per year)
Salary: NJC SCP 7 to 12

Main purpose of post

To provide a professional, knowledgeable and enthusiastic front desk customer service to the public and visitors of Eden Valley. To provide a comprehensive administrative service supporting the work of the Town Clerk, the Planning Committee and ensure the day to day running and administration of the Town Council office.

Main Responsibilities

1. General: To be responsible for administrative tasks to include typing, photocopying and to maintain office systems, organise and store/scan paperwork, documents and computer based information. Take enquiries and requests, ensuring clear and full messages via phone, email or in person are relayed to the relevant person or followed up as necessary. To compose and produce letters, documents, reports in a range of formats and disseminate as appropriate. To liaise with the public and deal with their enquiries appropriately.
2. Office: To ensure the cash till is set-up in the morning and locked away in the evening. To check the mail box and ensure Council signage is on display.
3. Tourism: To provide visitor Information for the Eden Valley ensuring that customers receive accurate, up to date information and maintain any necessary records.
4. Planning and Transportation (P&T) Committee: To service the P&T Committee; this includes:
 - To identify planning applications
 - Prepare meeting agendas and papers and circulate to Members. To ensure the agendas are published and publicly displayed with a minimum of three clear days' notice
 - To respond to planning applications to Sevenoaks District Council
 - To write-up the minutes and file all appropriate papers
 - To monitor transportation matters and ensure relevant consultations are presented to the P&T Committee, and any responses are submitted
 - To follow-up any actions from the meetings
5. WI Hall and Rickards Hall bookings: To manage booking enquiries, record bookings, issue booking sheets, invoices, receipts, etc, and ensure payment is received.
6. Highways: To report and monitor any defects.
7. Street Lights: to report and monitor street lighting faults and ensure repairs are carried out and billed correctly. To also:
 - To manage the annual replacement programme (30-year maintenance plan). This includes liaising with the RFO re the maintenance budget; liaising with Streetlights regarding which lights need replacement

- To prepare a report to the Open Spaces Committee, when required (up to 6 times a year)
- 8. SDC waste and recycling bags: To ensure the Council has sufficient supplies for sale to residents and replenish/order stock as needed; (orders need to be placed by Wednesday for Friday delivery).
- 9. Car Parking Working Group: To service the Group, this includes:
 - Organising the meetings, up to 3-4 per year
 - Preparing agenda and disseminating to Members
 - Write-up meeting notes (minutes)
 - Follow-up any action points
 - Prepare papers as needed for the Council to ensure the relevant decision are referred for decision
- 10. Sussex Rail Community Partnership (SCRP): To be the Council's representative to SCRP and attend its meetings, four times a year. To liaise with the Council reporting any relevant information as appropriate.
- 11. General Data Protection Regulation (GPPR): Working in consultation with the Town Clerk, to ensure implementation of the Council's GDPR policies; this includes:
 - Maintaining GDPR records such as consent forms
 - Maintain the GDPR files and update procedures and polices
 - Maintain the Council's policy and Notice (annually)
 - To have an overall awareness of GDPR procedures and to keep up to date with legislation changes and notices from ICO
 - To be aware of the breach of procedure process
- 12. Health and Safety (H&S): To provide administrative support to the Head Groundsman for H&S and Risk Assessments ensuring relevant documentation is completed and filed; records are typed-up and filed accordingly.
- 13. Council's website and social media platforms (twitter and Facebook): to update the website and social media as needed and to provided cover in absence/holiday of the Tourism and Administration Assistant.
- 14. Chairman's Annual Activities:
 - To organise the Chairman's annual event. This includes sending out the invites; organising the refreshments and entertainment; attending and representing the Council
 - To manage the Christmas cards list and send out the cards
- 15. Annual Town Meeting: To work with the Town Clerk to organise the meeting, this will include:
 - Send out invites to guests and maintain annual attendees list
 - To collate the presentations
 - Organise refreshments
 - To attend the meeting
- 16. General Date Protection (GDPR): To ensure the Council's GDPR polies are adhered to and good housekeeping of paper and online documentation.

17. To undertake relevant training and attend courses/conferences to ensure continued professional development.
18. To act as a representative of the Council and to carry out any other duties as required by, or for, the Council, including working flexibly with other staff to ensure suitable staff cover and attending meetings.

This job description is not exhaustive, but is provided to assist the post holder to know what their main duties are. It may be amended from time to time without change to the levels of responsibility appropriate to the grade of the post and in discussion with the post holder.

Date:

Signed: Employee: Town Clerk:.....

Person specification

Essential criteria

To be able to demonstrate:

- Good general office skills
- Experienced in providing administrative support
- Excellent customer service to both internal and external customers
- Ability to handle a wide range of activities and prioritising these effectively
- Ability to use initiative, prioritise and make effective decisions
- Ability to work on own and as a team member
- Ability to use a comprehensive range of IT software (Microsoft Outlook, Excel, Word, Internet Explorer and Powerpoint) and the willingness to train in additional IT skills as and when required
- Accuracy and attention to detail, and the ability to work to tight timeframes
- A good level of numeracy
- Good written and proof reading skills
- Tact, patience and diplomacy. Ability to maintain a sensitive and professional approach towards colleagues and Councillors, mindful of confidentiality and anti-discriminatory practices
- Empathy with the Town Council's aims, values and objectives
- Willingness to undertake training and continued professional development

Skills:

- Good communication
- Interpersonal skills
- Organisational skills
- Flexible
- IT skills

Desirable criteria

- Understanding of issues relating to Edenbridge
- A relevant professional Council qualification (e.g. Working with your Council; or Introduction to Local Council Administration (ILCA))
- Meetings administration and effective minute taking skills
- Copy, and report typing skills (typing speed minimum 40 words per minute)
- Social Media knowledge and competent to use
- Awareness of local planning process