



**BIRSTALL PARISH COUNCIL**  
**JOB DESCRIPTION - ADMINISTRATION ASSISTANT**  
**GRADE LC1/SCP 13 (£22,627 per annum/pro rata)**

**Hours:** 15 hours per week – 9am to 2pm Mondays, Wednesdays, and Fridays. There may be a requirement to work additional hours to cover for staff absences and to assist in Parish and Civic Functions (including Birstall Gala and the Christmas Switch On event).

**Responsible to:** The Clerk / Deputy Clerk (Line Manager)

**Overall Responsibilities:**

To be the first point of contact for members of the public by phone, email and face to face at the reception. To provide support to the Clerk and Deputy Clerk to carry out their duties in respect of effectively and efficiently running the business of the Parish Council.

**Specific Responsibilities:**

1. Provide a first point of contact, reception/enquiry desk service (both face to face and telephone).
2. Arranging and recording bookings onto the facilities software package, raising invoices and collecting receipts in the due time for all the Council's venues and sports pitches.
3. Liaise with, and make arrangements for, Bereaved families / Funeral Directors / Stonemasons and undertake all the necessary associated administration including the upkeep and maintenance of the Parish Council records.
4. General administration duties including typing, filing, photocopying, ordering of stationery, and processing of the incoming and outgoing post.
5. There may be a requirement to change the hours of work or for additional hours to be worked to cover for sickness holiday or other absences.
6. To undertake such duties as appropriate to your grade and hours of work as may reasonably be required of you by either the Clerk or Deputy Clerk.

Signed: Employee \_\_\_\_\_ Date \_\_\_\_\_

Signed: The Clerk \_\_\_\_\_ Date \_\_\_\_\_



## BIRSTALL PARISH COUNCIL



### ADMINISTRATION ASSISTANT - PERSON SPECIFICATION

Requirement	Essential	Desirable	Evidence
<b>Education &amp; Qualifications:</b>			
A minimum of 4 'GCSE ' or equivalent qualifications including Maths and English at Grade C or above.	√		Application form / Certificates to be provided at interview
<b>Experience of:</b>			
Microsoft Office Suite including, Word, Excel and Outlook	√		Application form / Certificates to be provided at interview
Desktop Publishing		√	
General office experience, including answering phones, providing a reception service, and dealing with a range of administrative tasks at the same time.	√		Interview
Customer Service Experience - Dealing effectively with members of the public both face to face and on the telephone.	√		Interview
Experience of handling cash and banking.	√		Interview
Experience of working in Local Government with an understanding of the role of Local Councils and the services they provide.		√	Interview
<b>Skills:</b>			
<b>Personal</b>			
Must be well organised	√		Interview
Must be well presented	√		Interview
Must be polite with an excellent telephone manner	√		Interview
Excellent communication skills in writing and orally at all levels	√		Interview
Ability to work under pressure while maintaining a positive professional attitude	√		Interview

Ability to be proactive and work as part of a team	√		Interview
Ability to organise and prioritise workload and work on own initiative	√		Interview
Ability to take accurate messages and, follow up where necessary	√		Interview
Flexible and willing to contribute to the success of the team	√		Interview
Reliable and punctual	√		Interview
Willing to undergo training in unfamiliar areas of work	√		Interview
<b>Administrative:</b>			
Must be computer literate and have experience of using the Microsoft suite including word, excel (spreadsheets) and Outlook for emails.	√		Interview
Problem solving	√		Interview
Attention to detail in communication and planning	√		Interview
Being a first point of contact for directing calls/giving relevant information effectively	√		Interview
<b>Relations:</b>			
Have excellent interpersonal skills and the ability to communicate effectively and develop good relations with staff, Councillors, and the wider community	√		Interview
<b>IT Skills:</b>			
Fast and accurate keyboard skills	√		Interview
Knowledge and experience of the Microsoft Suite including word, excel (spreadsheets) and Outlook for emails.	√		Interview
Basic understanding of databases		√	Interview