

## **JOB DESCRIPTION**

Post Title:	PA to the Town Clerk
Responsible To:	Town Clerk
Hours:	37 hours per week (attendance at Council meetings and Committee meetings will be required)
Salary:	£31,067 to £32,654 (SCP 19 – 22)

## **CORE DUTIES OF THE POST**

- To provide a confidential, comprehensive and high-quality administrative support to the Town Clerk.
- To provide comprehensive and efficient democratic support services to the Council in order that it can comply with statutory obligations and its ongoing aims and objectives.
- To administer and manage the bookings for Great Malvern Cemetery.

## **DETAILED DUTIES AND RESPONSIBILITIES**

1. Personal assistant to the Town Clerk - providing administration support, handling calls and dealing with appointments.
2. Prioritising and drafting of agendas, minutes, reports, and other documentation on a regular basis and in accordance with the required deadlines and format.
3. Distribution of agendas, reports and minutes to Councillors via email and publication on the Council's website, ensuring that members of the public and the press have access to these documents as required.
4. To attend meetings, take notes and produce draft minutes, as required and in line with the Town Council's agreed annual calendar of meetings.
5. Assist the Town Clerk and Operations Manager in keeping a record of and dealing with those items arising from the minutes of Council meetings and Committee meetings.
6. Meeting management. Arranging meetings, sending out times and dates, managing co-ordination of diaries to ensure all necessary attendees are available.
7. To act as a first point of contact for all enquiries relating to Great Malvern Cemetery. This includes taking funeral bookings, answering queries, issuing exclusive right of burial forms, maintaining burial records and figures and ensuring that all documentation for Great Malvern Cemetery is correctly

- recorded and that accounts are raised for payment.
8. To assist with the development, day to day management and monitoring of Malvern Town Council's website, ensuring that all information is kept up to date and that the website fulfils user needs.
  9. Providing day to day administrative support for the Mayor and Deputy Mayor of the Council and managing their diaries and attendance at events.
  10. To monitor all documents and correspondence on behalf of the Town Clerk. To deal with correspondence of documents expeditiously, bringing such items to the attention of the Town Clerk or Operations Manager and ensuring replies are made as appropriate.
  11. Welcoming and looking after visitors to the Town Council Offices, answering the telephones and undertaking reception duties, screening telephone calls, enquiries and requests and handling them where appropriate.
  12. Taking responsibility for proof reading and / or editing of documents such as newsletters, members handbook, bloom portfolio etc in preparation for dispatch.
  13. Ensuring that the Member's Handbook and all published Council policies and procedures are kept fully updated.
  14. Liaison with the Council's IT support services to ensure that all systems are working effectively and efficiently.
  15. Maintenance of office systems and procedures in conjunction with the Town Clerk to ensure that efficiency and accuracy are maintained, and that paperwork, documents and computer information are stored and organised effectively.
  16. Assisting and advising members of the public, councillors, local businesses etc on the activities and functions of the Council and dealing with enquiries and problems raised by members of the public. The post holder is expected to familiarise themselves with all aspects of Council business so that they can act as first line of contact with the public and others.
  17. Dealing personally, as required, with correspondence, enquiries, complaints etc relating to the work of the Council and specific tasks and projects assigned from time to time.
  18. Any other reasonable duties required from time to time.

## **Person Specification**

### **Essential**

- Accuracy and attention to detail
- Excellent written and verbal communications skills
- Strong IT skills in word processing, email, internet and databases
- Accurate keyboard skills
- Good organisational and administrative skills
- Flexible attitude to working outside normal office hours and attending evening meetings
- Ability to work to tight deadlines and under pressure
- Ability to prioritise and manage workloads
- Ability to communicate at all levels

### **Desirable**

- Previous experience of working in Local Government
- Experience of engaging with the public and / or working in a customer service environment
- Previous experience of working as a Personal Assistant
- Website management experience