

Lichfield City Council

JOB DESCRIPTION – OFFICE ADMINISTRATOR

Main Terms and Conditions of Employment

Post Title:	OFFICE ADMINISTRATOR
Hours:	Full time, 37 hours per week per week. Some working out of normal office hours will be required covering the Markets function in the absence of the Markets Officer, attending meetings, civic functions, etc. for which compensatory time off in lieu will be granted.
Salary:	The post is graded at spinal column points 6 to 7. The postholder would normally commence at the lowest point of the scale (point 6, currently approximately £20,043p.a.), and subject to satisfactory service progress to the top of the scale (point 7, currently £20,444 p.a.).
Pension	The post is pensionable through the Staffordshire County Council fund, further details and options will be made available to the successful applicant.
Car Allowance:	A casual car user allowance will be payable where use of the employee's own car is deemed necessary.
Holidays:	26 days paid leave per annum (30 days after five years' service), plus public holidays (pro rata). New entrants to the service are entitled to annual leave proportionate to the completed months of service during the leave year of entry and thereafter on the normal scale.
Conditions of Service:	The appointment is subject to the Scheme of Conditions of Service of the National Joint Council for Local Government Services ('Green Book').
Probationary period:	The appointment is subject to a term of probation of no less than six months.

MAIN DUTIES

1. To be on site at the City Council offices for 8.45am Monday – Friday to open the building and the Guildhall as appropriate
2. Reception duties, telephone and email enquiries from members of the public, councillors etc, and to respond in a timely manner to such enquiries
3. To provide support to the Markets Officer and, in the absence of the Markets Officer, to carry out the basic duties required at the City Council's General Markets (Tuesday, Friday, Saturday) and other Market Square bookings (collect market rent, complete attendance list, answer general and specific queries relating to the Market etc)
4. General administrative support to Council officers, notably in regard to the organisation of Civic events, Guildhall bookings, Markets (as mentioned above), Open Spaces and other functions of the Council as directed by the Deputy Town Clerk/Town Clerk
5. Attendance at certain civic events to provide logistical and practical support (additional hours payable)
6. Office duties including, photocopying, filing, mail duties, collation of agendas and documents, monitoring stock levels, ordering, refreshments for meetings etc
7. To assist in the running of City Council owned community halls as and when appropriate
8. Other duties as shall from time to time be required commensurate with the level of responsibility for the post

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Experience	Experience in dealing effectively with members of the public in a professional setting	Experience gained in an office environment Experience in event organisation Experience in developing and maintaining spreadsheets and databases	Application Form Interview References
Qualifications	5 GCSEs Grade C, or above (or equivalent)	'A' levels/further education qualification	Certificates
Particular Skills and Abilities	Excellent interpersonal and timekeeping skills High standard of written and spoken English together with a strong ability to communicate effectively both verbally and in writing Ability to motivate oneself and others Ability to appropriately prioritise workload, work to deadlines and under pressure Ability to keep accurate written records/create and maintain spreadsheets/databases etc Good IT skills, notably MS Office	Experience of Markets operations Working knowledge of SAGE Accounts Experience of working without direct supervision Experience of Publisher	Application Form Interview References Scenario question

GENERAL DETAILS

Lichfield City Council is a large and active 'parish' council responsible for various functions within the city including open spaces, markets, the Guildhall, and the Samuel Johnson Birthplace Museum.

The Council is also responsible for appointing the civic offices of Mayor, Deputy Mayor, and Sheriff and is involved with the organisation of a number of traditional events each year including the Sheriff's Ride, St George's Court, various civic ceremonies, social functions in support of the Mayor and Sheriff's charity appeals, the Shrovetide pancake races, Johnson Birthday celebrations, etc.

Based at the City Council offices at Donegal House, Bore St, Lichfield, the main duties of this post are to effectively manage contact received from the general public and other visitors/callers to the City Council offices during its opening hours, and to provide timely and accurate administrative support to City Council officers, notably the Markets Officer, Civic Officer and Open Spaces officer, in order to assist them in successfully delivering council services.

Reporting directly to the Deputy Town Clerk, the postholder will become a central figure in the operations of the council, with the opportunity to develop a wide-ranging knowledge of council functions that will provide a good basis for potential career progression. The postholder will need to be able to anticipate issues arising, be able to prioritise workload and provide efficient and accurate support. Though the post will involve significant liaison with both the Deputy Town Clerk and Town Clerk, the postholder should be capable of working substantially upon their own initiative to perform varied tasks confidentially and accurately.

The postholder must be able to communicate effectively and should display a considerable personal commitment to the duties of the post.

Health and Safety

Lichfield City Council recognises its obligations under the Health and Safety at Work etc. Act 1974 to provide appropriate health and safety training and to ensure safe and healthy premises for all employees and visitors. The City Council engages Health and Safety consultants to assure it has appropriate policies and procedures in place.

Equality Policies

The Council is committed to a policy of equal treatment of all employees and applicants and requires all employees to abide by this general principle and the requirements of legislation and Codes of Practice. In its employment policies all employees will be given equal opportunities in the application of their conditions of service, training and promotion prospects, regardless of sex, disability, age, marital/family status, sexual orientation, race, religion or belief, political persuasion or colour.

CLOSING DATE: 5pm, Friday 8 July 2022