

Main Purpose of Job

Hamble Parish Council is a small but busy Parish Council. It manages a range of facilities and services as well as acting as a point of contact to the community. It does business in person at the parish office, through the web and over the phone. The Council provides car parking, play areas, sports fields and pavilion, allotments, a dinghy park and manages significant areas of open spaces in the village.

The post holder will be expected to be the first point of contact to the public as well as ensuring that service requests are recorded and dealt with promptly. They will be expected to arrange meetings and other events including function room bookings, refreshments and agenda paper dispatch. Importantly they will need to handle cash and raise orders and invoice customers and ensure payments can be made as needed. You will report to the Deputy Clerk.

What It Has To Achieve?

Ensure that admin support is provided to the Clerk, Deputy Clerk and Groundsman in their work as well as providing a first-class customer service to all those contacting the service.

Key Duties/Accountabilities:

Finance

To update & maintain a booking diary, answer queries and generate invoices for the hire of pitches and pavilions.

To use the council's procedures for cash handling and reconciliation, including sales to the general public.

To ensure that orders, invoices and payments are entered in the financial system in accordance with the Councils policy.

Liaise with creditors and debtors and resolve queries relating to invoices, orders and payments.

Community

To act as a point of enquiry and source of general and visitor information for telephone and personal callers

To use internal systems to record and monitor customer activity levels on a daily basis.

Manage enquiries from undertakers and members of the public about burials, internments and memorials within the Council cemetery.

Working with others

Undertake tasks as directed in support of the Clerk, Deputy Clerk & Groundsman

Contact other organisations and agencies on behalf of residents.

Organisational

To arrange the distribution and display of Council documentation, including agendas, minutes & public notices, as directed by the Clerk/Deputy Clerk.

To provide general administrative support to include the processing of post, preparing and distributing letters, photocopying, maintenance of paper and electronic filing systems and databases, stationery and office equipment stocks, information and resource library.

Ensure that council information is kept up to date across a range of mediums.

To provide limited cover for Council and Committee meetings including note taking.

Other

Undertake training provided or arranged Hamble Parish Council

Undertake such other duties as may be required commensurate with the grade of the post.

Adhere to the Council's Policies and Procedures

Additional Duties & Accountabilities

Maintain a high standard of personal presentation.

Keep the Office in a clean, secure and tidy condition.

Assist with the allocation of Dinghy Park Permits

Undertake research to identify the cost of supplies and services

Suitable candidate will need the following

This section is to define/qualify the expertise/capability which is ESSENTIAL to meet job demands.

Qualifications

Minimum of 5 GCSE's including English and Maths

Personal Attributes / Competencies

The role of Admin Assistant is a busy one, dealing with multiple issues for customers, colleagues and other organisations. It requires a calm manner, an ability to work with pace and without error. You will need to be able to work with a minimum supervision, self-organise and prioritise information. You should like dealing with people and helping to solve problems or queries. You will play a critical part in a small team so you must be reliable and dependable and have a good sense of humour.

Essential Functional / Technical Skills

Ability to use emails, spreadsheets and software that supports administrative processes

Experience of raising invoices

Good oral communication skills

Be literate and numerate

Business Knowledge

Understanding of the Council's role within the community

Understanding of the Council's responsibilities with regards to the areas it manages within the Parish

An appreciation of the impact the role has on the Council and its objectives

Experience of working within a busy customer focused environment

Experience of administrative and accounting systems

Willing to be a first aider

