



Banbury Town Council

JOB DESCRIPTION

Post title:	Administrative Officer
Post No:	BTC 7
Grade:	LC1/2 SCP 13-17 (£26,873 to £28,770) pro rata
Hours	18.5 hours per week (Over 2.5 Days) Monday - Wednesday

Responsible to:	Executive Officer	Post No:	BTC 5
Responsible for:	N/A	Post No:	

Key Objectives:

1	As part of the support services unit, to provide a general administrative resource to enable the Town Council to operate efficiently in the provision of services to the Town by customer liaison and information, day to day management of facilities, clerical assistance and administrative support.	
2	The Section will be responsible for providing support to the following services to customers:	
	<ul style="list-style-type: none"> • Cemeteries • Allotments • Football Pitches • Sports Pavilions • Banbury Town Hall • Events 	<ul style="list-style-type: none"> • Litter Control • Dog Litter Bins • Bus Shelters • Town and Civic Events & Fairs • Parks & Open Spaces • Play Areas
3	Work in collaboration with colleagues, ensuring good communication methods with the other Administration Officer on action taken regarding customer enquiries, service area requests and to provide updates on ongoing projects.	

Responsibilities:

1	Front line reception of all enquiries by all means (telephone, email, visitors & in writing).
2	Day to day administration of bookings and programming of community facilities and services.
3	Monitoring CRM system, responding to enquiries / complaints and forwarding to relevant officer or external stakeholder.
4	Providing support to the RFO in issuing, and processing Invoices, as well as administration of all income and approval of expenditure.
5	Monitoring and programming of facilities, including organisation of staff duty rotas.
6	Recording and processing complaints and enquiries to a satisfactory conclusion.
7	Assist in the arrangement of funerals, including scheduling of staff and completion of associated paperwork and statutory registers.

8	Updating computerised records and the general use of computers.
9	Word-processing and the use of Spreadsheets and Databases.
10	Preparation and collation of statistics.
11	Filing all relevant correspondence and maintenance and upkeep of files.
12	Analysis of complaints, service requests and customer satisfaction surveys.
13	Assist in the development of service initiatives.
14	Desktop Publishing, promotional work and preparing information for publication (printed media and internet).
15	Undertake support service unit administration tasks as required.
16	Provide secretarial support and administrative support to the Town Clerk and other Officers as necessary.
17	Assist with Office Services Functions for the Town Council, such as receipt and dispatch of mail, provision of photocopying and basic printing services, provision of refreshments for staff and visitors and other general office duties.
18	Prepare and submit written reports in respect of service issues, such as development and usage.
19	Provide innovative ideas, solutions and contributions to Team Meetings.
20	Assist in planning, facilitation, implementation and evaluation of events. As well as participation in the set-up and implementation of Town Council events when required.
21	Occasional attendance and minute taking at evening meetings of the Town Council, Committees/Sub-Committees or Working Groups.
22	Any other related duties as required, including deputising for other members of staff during holidays, sickness absence etc.
This Job Description was created by: Mark Hassall	
On:	15 April 2024