

Bramshott & Liphook Parish Council

Role Profile

Last updated: June 2017



Job title:	Administration Assistant- up to 26 hours per week
Level:	Individual contributor Role defined as: Accountable only for personal performance
Base location:	Liphook Millennium Centre and Haskell Centre, Liphook
Responsible to:	Senior Administration Officer
Responsible for:	Covering Event functions where necessary in the absence of the Events Manager.
Role summary: <i>(the primary purpose of the role)</i>	<p>To provide administrative support services across the full range of the Council's business activities including acting as the Information Officer for at least 2 days per week. Role holders are expected to plan ahead and work flexibly to cover each other's absences to provide a professional, efficient and consistent administration service to the council, its' customers and other stakeholders.</p> <p>To assist in the day to day operations of the Liphook Millennium Centre, ensuring a high quality service for customers. To assist in ensuring bookings are fully compliant with the council's booking procedure.</p>
Key accountabilities <i>(High level responsibilities rather than the day to day activities of the role)</i>	
➤ Act as the first point of contact for the public for council services, including operating the information desk between 10 am – 1 pm on at least 2 days or as directed by the Senior Administration Officer	
➤ Carry out routine office work such as filing, typing, printing, photocopying, record keeping, ordering office stationary and consumables.	
➤ Organise and store paperwork, documents and computer based information in line with Council policy.	
➤ Act as the Liphook Millennium Centre contact for customers, from the first point of enquiry to the day of the event and for post-event queries.	
➤ Provide accurate and timely information to issue and cancel hire agreements and invoices	
➤ Assist with the marketing of the Liphook Millennium Centre, maintenance of the LMC part of the website and in production of high quality documentation promoting the venue,	
➤ Have a good understanding of the building, how the equipment works and be able to explain equipment use to customers	
➤ Take customer bookings, and ensure their requirements are met fully and efficiently on the day of the event	
➤ Make effective use of the computerised booking system in servicing bookings and enquiries	
➤ Use a variety of software packages, such as Microsoft Word, Outlook, PowerPoint, Excel, Access etc., to produce correspondence and documents and maintain presentations, records, spreadsheets and databases	
➤ Assist with the day to day running of the building.	
➤ Monitor the work of contractors whilst on site in the absence of the Events Manager	
➤ Act as key-holder	
➤ Help to ensure that the venue is presented to a high standard at all times	

➤ As a continuous process, consider ways of improving the services offered by the Liphook Millennium Centre and relay these to the Events Manager.
➤ Work under the direction of the Senior Administration Officer to manage diaries, record, co-ordinate and communicate absences and cover, book rooms for meetings, photocopy various documents on behalf of other team members.
➤ Provide backup support to the Events Manager in the planning and running of events, and cover events in the absence of the Events Manager
➤ Sort and distribute incoming post and organise and send outgoing post
➤ Provide cover for essential tasks undertaken by the other members of the administrative staff
➤ Answer telephone calls on behalf of the Council and the Liphook Millennium Centre
Role specific competencies
<i>Role specific competencies are behaviours and skills required for this specific role or work environment</i>
Communication (oral and written)
➤ Receives, understands and conveys straightforward information in a clear and accurate manner
Teamwork and Motivation
➤ Participates in and delivers your contribution to a team
Liaison and networking
➤ Carries out standard day to day liaison using existing procedures
Service delivery
➤ Deals with an internal or external contact that asks for a service or requires information. Creates a positive image of the Council by being responsive and prompt in responding to requests and referring the user to the right person if necessary. Contact is usually initiated by the customer and typically involves routine tasks with set standards or procedures
Decision making processes and outcomes
➤ Provides advice or input to contribute to the decision making of others
Planning and organising resources
➤ Completes tasks to a given plan, with allocated resources
Initiative and problem solving
➤ Solves standard day to day problems as they arise; chooses between a limited number of options which have clear consequences, by following guidelines or referring to what has been done before; recognises when a problem should be referred to others
Work environment
➤ Understands how the work environment could impact on own work or that of colleagues; takes standard actions, within health and safety guidelines where applicable, to adapt to the environment
People management
➤ Promotes and demonstrates personal and professional development for self and others
Team development
➤ Advises or guides new starters working in the same role or team on standard information or procedures
Role skills, qualifications and experience
<i>Job requirements and professional qualifications essential to complete the role</i>
➤ GCSE A-C in Mathematics and English or equivalent
➤ Strong administrative background
➤ Experience of general office/facilities procedures

➤ Competent in using IT systems (including word processing and spreadsheets) with good general IT awareness including using the Internet, websites and social media

➤ General understanding of Health & Safety requirements for business and the public

➤ Able and willing to work evenings and weekends as required and willing to be a 24 hour key holder

Additional Information

➤ The role holder must at all times carry out their responsibilities with due regard to the Council's policy and commitment to Equal Opportunities

➤ The role holder must accept responsibility for ensuring that the Council's policies and procedures relating to Health and Safety in the workplace are adhered to at all times

➤ The role holder must respect the confidentiality of data stored electronically and by other means in keeping with the Data Protection Act

➤ The role holder must carry out their responsibilities with due regard to the non-smoking environment of Bramshott & Liphook Parish Council

➤ The role holder is expected to undertake professional development relevant to the role, including attending training courses as requested by their line manager

➤ This role profile is a guide to the nature of the work required of the Administration Assistant. It is not wholly comprehensive or restrictive. The Council may from time to time wish to amend this role profile. You may be required to undertake other duties to meet the requirements of the job