



# Oundle Town Council

Fletton House, Fletton Way, Oundle, Peterborough, PE8 4JA

Telephone: 01832 272055

Email: [admin@oundle.gov.uk](mailto:admin@oundle.gov.uk) Website: [www.oundle.gov.uk](http://www.oundle.gov.uk)

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## JOB ADVERTISEMENT

### Communications & Administrative Officer

A vacancy exists for a Communications & Administration Officer. The position is a full-time post of 37 hours per week based at Fletton House.

The successful applicant will be the Council's first line of contact with the public. An outstanding telephone manner and ability to deal with a diverse range of enquiries calmly and efficiently is essential. Excellent computer skills are required, however training will be given.

The salary is NJC grade 20 £19,819.00

### JOB DESCRIPTION – COMMUNICATIONS & ADMINISTRATIVE OFFICER

#### Overall Responsibilities

Under the direction of the Town Clerk or any other officer as may be designated by the Town Council, the Communications & Administrative Officer shall be responsible for the day to day administration of the Council, reception of visitors and telephone calls, general office duties and some administrative duties for the Hub.

#### Specific Duties

1. First point of contact for all communications and visitors to the building, providing information and assistance to them, ensuring first contact resolution whenever possible and, when necessary, referring them to the Town Clerk or appropriate staff member.
2. Process all initial enquiries regarding Oundle, i.e. reporting problems to Street Doctor and East Northamptonshire Council, etc.
3. Deal with matters relating to the booking of Council/Community properties i.e. bookings, contract forms, safety forms, deposits, refunds, invoicing, etc.
5. To work closely with the Communications Working Party providing administrative assistance and meeting support, including the production of minutes.
6. Publishing information to support the Council and the Town (i.e. the Oracle, Town Guide, Planning leaflets, etc), including maintaining the Council website, Electronic Notice Boards,

traditional Notice Boards and Social Media sites and arranging the relevant distribution of materials. In some cases, this may involve supporting the nominated Editor(s).

7. To provide CCTV administrative support.
8. Ensure all arrangements for the smooth running of the Council and the Town are organised i.e. Assist with preparation for the Annual Town meeting, etc.
9. Record and distribute Oundle Town Council's correspondence.
10. Administration to support the Town Clerk, Mayor and Councillors including meeting arrangements, social events etc.
11. Filing, photocopying and general office duties and banking.
12. Organisation of light refreshments and the set-up of Chambers/Offices for meetings and the ordering of all stationary, cleaning materials and supplies, etc.
13. To provide support for the Town Clerk and other staff members when required.
14. Contribute to the devising, planning, delivery and continual improvement of Oundle Town Council's hospitality offering.
15. Ensure that catering and hospitality requirements related to lettings and private hires and other events are delivered and meet customer requirements.
16. Develop and implement customer care policies and procedures, to ensure customer expectations are continually met and raised.
17. Deliver work within budget and agreed targets.
18. Work with other office staff to ensure that the hospitality offering attracts an increasing number and range of audiences and visitors.
19. To work closely with other admin staff in delivering any Council owned events and activities, providing support and guidance as requested.
20. Any other reasonable tasks as and when required.

This job description reflects the major tasks to be carried out and the level of responsibility which the post-holder will be required to work. In the interests of effective working the tasks may be reviewed from time to time to reflect changing needs and circumstances.

Such reviews and any consequential changes shall only be carried out following consultation with the post-holder.

**If you would like to apply for this position please contact [Admin@oundle.gov.uk](mailto:Admin@oundle.gov.uk) or telephone 01832 272055 for an application form.**

**All applications must be received by 22<sup>nd</sup> February 2019.**

