# Job Description

**Job title:** Administration Assistant

**Employer:** Great Chart with Singleton Parish Council

**Responsible to:** Parish Clerk

**Location:** Parish Office, Singleton Village Hall, Hoxton Close, Ashford, Kent TN23 5LB

**Hours:** 30 hours per week, with flexible daily hours by agreement and occasional evening/weekend work

**Salary:** NJC Spinal Column Points 10-12: £14.83-£15.31, depending on qualifications and experience

## Job purpose

To provide reliable, professional administrative support to the Parish Clerk and council team, helping the council deliver accessible, accurate and responsive services to residents. The postholder will support council meetings, communications, routine finance processes, community events and day-to-day office administration.

As part of their ongoing professional development, the successful applicant will be expected to undertake relevant training and development, with a view to attaining the knowledge and skills required to operate at Deputy Clerk level.

## Key responsibilities

### Council and committee support

- Assist the Clerk with preparing and publishing agendas and supporting papers within required timescales.
- Attend and provide administrative support at meetings when required, including occasional evening meetings.
- Maintain action logs and help progress agreed actions under the Clerk's direction.
- Maintain orderly electronic and paper records in line with council policies and retention requirements.

### Customer service and case administration

- Act as a welcoming first point of contact for residents, visitors and partner organisations by telephone, email, letter and face to face.
- Record, acknowledge, respond to or refer enquiries appropriately, keeping residents updated where needed.
- Undertake local site visits where authorised and appropriate, recording relevant information accurately.

### Communications and engagement

- Maintain accurate and timely content on the council website, social media channels, email communications and parish noticeboards.
- Produce clear, accessible public information and support compliance with the council's accessibility and publication responsibilities.

- Support the editing and production of the parish newsletter and other community communications.
- Monitor routine communications and help present the council in a constructive, consistent and professional manner.

### Finance and procurement support

- Provide administrative support to the Clerk in relation to the Council's financial and procurement processes.
- Assist with the administrative processing of purchase orders, invoices, payments, reconciliations, financial reports and information required for audit, as instructed by the Clerk.
- Maintain accurate records and handle financial, commercially sensitive and personal information securely and confidentially.

### Events and general administration

- Support the planning, promotion, set-up, delivery and evaluation of council events and consultations.
- Liaise with councillors, venues, contractors, volunteers and partner organisations.
- Undertake routine office administration and implement council decisions as directed by the Clerk.
- Represent the council when authorised and undertake other reasonable duties consistent with the role.

### General requirements

- Work in accordance with council policies, including data protection, equality, health and safety, safeguarding, information security and financial controls.
- Maintain confidentiality and exercise sound judgement when handling sensitive information.
- Participate in appraisal, team meetings and relevant training, and keep professional knowledge up to date.
- Promote the council's values of inclusivity, integrity, sustainability, collaboration, resilience and value for money.
- Undertake relevant training and continuing professional development as required for the role, including appropriate training to support progression towards Deputy Clerk level.

This job description describes the main duties of the post. It may be reviewed in consultation with the postholder to reflect changing council needs.