



**Royston Town Council**  
**Part-time Receptionist/Administration Assistant**  
**Job description**

**Reception and Telephone**

- First point of call for answering the telephone and reception.
- Ensure literature in reception area is up to date and kept tidy. Re-order when necessary.
- Provide information to the public wherever possible or guide them to the correct information provider.
- Record complaints/queries and report them to the relevant department/agency.

**Meeting paperwork**

- Photocopy agendas, minutes and other documents for despatch to Town Councillors and other members where required.

**Council Meetings**

- Prepare the Committee Room for Council meetings; ensure correct room lay-out (may involve moving furniture and setting up audio/visual recording devices).

**Type up minutes from Council meetings**

- Type up minutes from a recording of Council meetings ensuring any confidential information is not divulged.

**Planning**

- Receive new planning applications
- Download relevant plans on to USB device
- Email planning committee members the details of new planning applications for them to peruse before the next planning meeting
- Record new planning applications on the current Excel worksheet and record planning decisions to be distributed at Planning Committee meetings

**Allotments**

- To assist with allotment queries
- Keep the waiting list up to date
- Offer plots and prepare tenancy agreements
- Update the database (Microsoft Access)
- Send letters regarding condition of plots/terminating tenancies/rent increases/annual invoices

**Post**

- Record incoming post and distribute accordingly
- Record outgoing post and post.

**Payments received**

- Accept and log all payments received in and record paid invoices where relevant.

**Order of Stationery and other supplies**

- Order items of stationery for the office, and supplies for other departments when requested
- Keep a check on stock levels of general office stationery and re-order as required

### **Filing**

- Organise filing system and keep filing up to date

### **Shredding**

- Documents to be shredded due to the sensitive nature of business at the Town Council office.

### **Halls and Rooms Bookings**

- Confirm availability of rooms to enquirers and put bookings onto the booking system as required. Pass booking forms to Admin officer.
- Produce weekly bookings diary (*when admin officer on leave*).
- Send booking confirmation letters (*when admin officer on leave*).
- Produce caretaker reports (*when admin officer on leave*).

### **Cinema**

- Sell tickets from the council reception
- Deal with other cinema deliveries and enquiries

### **School Visits**

- Arrange school visits for councillors in the autumn term

### **Other**

- Answer general enquiries received via the Council website
- Maintain and update the Council's social media streams and website where required
- Maintenance of noticeboards at the Town Hall and Market Hill Rooms
- To assist and support the office when necessary
- To attend and assist with social/civic functions
- Cover where required for leave and sickness
- Attend training courses as and when required

### **Person specification**

<b>Task</b>	<b>Essential</b>	<b>Desirable</b>
Use of Microsoft Office	Y	
Experience of working with the public		Y
Website and social media skills		Y
Minute taking		Y
Local Government experience		Y
Keyholder experience		Y
Willing to attend training	Y	
Experience of social/civic functions		Y