



MARLOW TOWN COUNCIL

JOB DESCRIPTION OPERATIONS AND ADMINISTRATIVE OFFICER

Post Title	-	Administrative Officer
Hours	-	Basic of 30 hours per week, four days a week, with flexibility. The role involves attendance at meetings and Civic events outside normal office hours
Located	-	Marlow Town Council Offices, Court Garden, Marlow, SL7 2AG

JOB PURPOSE: -

To provide a support service for the effective and efficient management and communication of the Town Councils activities and the first point of contact for visitors.

Specifically, responsible for planning, cemetery, banner and allotment administration. In addition, provide a support with outdoor duties to the Community and Amenities officer. The role involves attendance at meetings and Civic events outside normal office hours.

MAIN DUTIES

1. To provide administrative support to the Town Clerk, Community and Amenities Supervisor and other officers.
2. In consultation with the Town Clerk, Deputy Town Clerk and appropriate Councillors, prepare the Agendas, documentation and presentations for meetings of the PET (Planning, Environment and Transportation) Committee, to attend and take Minutes at all PET meetings and to prepare Minutes for approval.
3. To receive and deal with correspondence, planning applications and other such documents, or bring such items to the attention of the Town Clerk or Deputy Town Clerk. To issue correspondence in accordance with Council policies and as a result of instructions from the Town Clerk and Deputy Town Clerk.
4. To assist the Community and Amenities Supervisor by carrying out administrative support functions and outside tasks.
5. To be the main office contact (email, phone, visitors) for all matters pertaining to the Marlow Town Cemetery, Allotments and Banners.
6. Maintain Cemetery, Allotment, Banner and other records and documentation to include accurate advance booking arrangements and subsequent action.

7. To assist the Deputy Town Clerk and Town Clerk in the maintenance of financial documentation.
8. Deputise for other Officers in their absence.
9. To carry out such duties as directed by the Town Clerk or Deputy Town Clerk. Attend and assist at Civic Functions and provide support duties for the Town Mayor and their PA when requested.
10. To answer the telephone, deal with enquiries and requests for assistance from the general public, press and other local organisations and public bodies. Assist personal callers to Town Council offices.
11. As part of a team, provide general support and assistance in the effective and efficient operation of the Council's activities. To carry out duties in conjunction with all officers and in post holders' absence.

SKILLS, KNOWLEDGE & EXPERIENCE

Skills:

The postholder will have excellent and accurate administration skills and be a competent user of the office suite of products, website and social media platforms. Must be able to produce accurate minutes of meetings. A proven record of excellent interpersonal, verbal and written communication skills is essential as is the ability to act on their own initiative.

Knowledge:

A working knowledge of Local Government and or experience of planning procedures is desirable.

Experience:

Must have experience in an administrative, customer-facing environment.