



Administrator

(Sandhurst Town Council)

Job Reference: Admin
Closing date: 1 March 2024



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Applying For This Vacancy

Please read the information in this document carefully before you complete your application form.

You will need to make clear:

- **Why you are interested in the position**
- **What relevant skills and experience you have (refer to Job Description and Person Specification)**

Please complete the online application form via the website.

We will be in touch with you via your indeed email address.

You can still access the job details/application pack and view your application form after the closing date by logging into your account. You can also check the status of your application (e.g. whether shortlisting has taken place) in the same way.

Any problems?

If you have any problems with your application, please contact stc@sandhurst.gov.uk leaving a telephone number in the message if you would prefer to be contacted by telephone.



Dear Applicant,

Thank you very much for the interest you have shown in this post of Administrator at Sandhurst Town Council.

I hope the information contained within this information pack gives you sufficient background to show that Sandhurst is unique. This is not just because of its geographical location (sharing its borders with Hampshire, Surrey and Berkshire), not just because of its unique relationship with the world renowned Royal Military Academy Sandhurst, not even just because of our visionary attitude towards progress and excellence. Join all these and add Sandhurst Pride together with the three basic values that we passionately believe in, Respect, Responsibility and Rights, and you have a very powerful mix.

The post that you are applying for is challenging and rewarding and to do it successfully you will need to be multi-skilled with the ability to work quickly and accurately in a busy office at the heart of an active community. You will need to use all of your administrative skills and link them to a customer focused and public interface attitude. You will need to project a very professional image and maintain integrity at all times as you deal with a wide range of enquiries from the public.

We can offer the successful candidate a rewarding and a varied role at the heart of a fantastic community. Good luck with your application, we look forward to hearing from you.

Kind regards,

Angela Carey.
Executive Officer.

Job Description

Main purpose of job:

To ensure the efficient operation of the Sandhurst Town Council reception desk and the associated office procedures.

Relationships:

The role is a central part of the varied work of the Town Council providing the first point of contact to the public and working closely with all members of the Sandhurst Town Council staff team, including the Executive Officer, the Deputy Executive Officer, the Caretaker and the Head Groundsman.

The Administrator reports directly to the Deputy Executive Officer, working most closely with this post in a busy, public facing office environment.

Main tasks and responsibilities of the job:

Reception:

- * Providing a friendly, helpful and professional face to the council.
- * Answering all routine incoming telephone calls, responding to enquiries and where appropriate directing calls professionally to the Deputy Executive Officer and Executive Officer.
- * Managing stationery supplies and re-ordering stock.
- * Photocopying.
- * Logging enquiries, typing response letters and posting.
- * Managing the filing and archive system
- * Updating the Electoral Register
- * Recording and filing maintenance records
- * Maintaining a bookings diary to support the work of the Caretaker
- * Managing the advertising Banners and Slats at the front of the Memorial Park
- * Liaising with all staff and facility hirers to ensure effective communication
- * Issuing keys where appropriate from the Key Safe
- * Maintaining up to date activity lists on a monthly basis
- * Dealing with incidents on the Memorial Park as required and developing knowledge of the facilities available locally to be able to help colleagues and public, including in unusual circumstances.

Financial Duties and Facilities hiring:

- * Taking bookings and applying appropriate charges for all facilities including: Tennis Courts; Football Pitches; Community Hall and Kitty Dancy Room; Citizens Advice Bureau (CAB) Appointments etc.
- * Confirming and entering bookings on the Council's booking systems, including invoice generation, payment processing and following up debtors. (Training will be provided on the specific Omega bookings software used.)
- * Processing cash payments over the Reception counter, such as for tennis courts or green waste re-cycling bags.
- * Producing monthly credit control reports.

Council meetings:

- * Supporting the routine meetings of the Sandhurst Town Council and the associated Committees by: typing minutes; circulating papers; issuing weekly planning lists and entering planning recommendations to the Bracknell Forest Council website.

Bracknell Forest Borough Council liaison:

- * Logging enquiries from the public / Councillors with the Bracknell Council Customer Service Desk and liaising over the responses received.
- * Submitting Planning Recommendations

Events:

- * Assisting with the organisation of public events on the Memorial park such as: Fireworks; Remembrance Day; Civic Service; Summer of Fun and Freedom March both prior to and during the event.

Equipment in regular use:

- * Computer (with Windows operating system)
- * Microsoft Office software (particularly Word, Excel, Outlook)
- * RBS Omega Bookings Management Software (Training provided)
- * Telephone System (2 incoming lines & 4 extensions), with Answerphone
- * Photocopier and Printers (including Scanning and FAX functions)
- * Laminator

Person Specification

CRITERIA	ESSENTIAL	DESIRABLE
Personality	Flexible in approach and able to think on your feet in response to different people and situations.	
	Confident and able to deal with difficult situations in a calm manner.	
	Outgoing and comfortable engaging with new people on a daily basis.	
Communication	Excellent communication skills, both in speech and the written word.	
Aptitude	Able to use initiative to solve problems and create administrative improvements.	
	Productive, self-motivated person who can remain busy under their own direction.	
	Reliable and able to complete routine tasks accurately and consistently.	
Physical requirements	Smart, professional appearance, appropriate to a Town Council office.	
Circumstances	Ambitious and eager to learn a wide range of new skills.	
Relevant experience	Professional and thorough approach to your work	
		Being productive in busy office environments
		Working in any public facing roles

Accommodation

This position is primarily office-based. The open plan office extends backwards from the Sandhurst Town Council Reception Desk in the Council Offices building located at the Sandhurst Memorial Park, Yorktown Road, Sandhurst.

There is a large public car park at the Sandhurst Memorial Park which is available free for staff.

Alternatively, there are bus and train services to Sandhurst with short walks to the Memorial Park.

The Administrator is required to display information to the public using a series of noticeboards located within the town. The ability to travel between these noticeboards is a requirement of the role.

Learning and Development

It is important to us that you feel confident and able to do a good job. We encourage all employees to take up a variety of learning and development opportunities that are made available. We use a formal appraisal process to identify skills gaps and personal development opportunities.

Terms and Conditions

The post is offered on local terms and conditions.

The post will be offered as a permanent appointment subject to satisfactory references and medical clearance.

All employees will also be required to undertake a probationary period of 6 months.

Appointment onto the permanent staff will be subject to the successful completion of this probationary period.

The notice period for employer and employee will be nil under 1 month service, 1 week from one month up to the successful completion of probation, 3 weeks from the successful completion of probation up to 2 years of service and 4 weeks for 2 years of service or more.

Salary

The salary will be £26,925 per annum.

The post is eligible for a Performance Award of between 0% and 9% of annual salary, following on from the results of the annual appraisal.

Working Hours

Your normal working week will be 35 hours, 9.00am to 5.00pm Monday to Friday, with a 60 minute unpaid break each day.

The Administrator is the principal role providing cover to Reception, which maintains set opening hours. Providing adequate cover has been arranged in advance with the line manager some flexibility can be offered for occasional appointments during the day, with the time made up later in the month.

You may be required to work additional hours on occasion, as necessitated by the needs of the Council, for which time off in lieu is given.

Holidays

The annual holiday entitlement is 20 days plus bank holidays. Annual holiday entitlement increases with length of service (5 extra days after 5 years continuous Local Government service and an extra 2 days after 10 years.)

Pension

Sandhurst Town Council makes available a pension scheme to employees. Further information is available from the Executive Officer.

More About Applying

References

Please give the names and addresses of two people who will provide a reference. At least one should be from your current/last employer, but references from school/colleges are also acceptable. If you give a home address for a referee, please indicate which employer or school/college they represent.

Working In The UK

You must be entitled to work in the UK before you can start work with us. If you have any doubt of your ability to work in the UK visit: <http://www.ukba.homeoffice.gov.uk/visas-immigration/working/>

Positive About People With A Disability

We guarantee an interview to all applicants with a disability who meet the essential criteria of the person specification.

To help us with our commitment to this guarantee, please indicate if you have a disability on your application form.

Equal Opportunities

We are an equal opportunities employer and are committed to providing equality of opportunity to all. Our aim is to treat all employees and prospective employees with integrity, respect and consideration.

We aim to ensure that individuals are recruited, selected, trained and promoted on the basis of ability, job requirements, skills, aptitudes and other objective criteria. In this respect we will ensure that no job applicant or employee receives less favourable treatment on the grounds of race, colour, nationality, ethnic or national origin, sex, sexual orientation, religion or belief, age, marital status or disability, or is disadvantaged by conditions or requirements which are not covered by legislation or existing codes of practice.

Medical Questionnaire

You may be asked about your physical ability to perform the job during interview. As a condition of the Offer of Employment, the successful applicant may be asked to complete an Occupational Health questionnaire from which our Occupational Health Advisor will assess your medical suitability to do the job. You may be required to attend a medical examination.

Rehabilitation of Offenders Act 1974

You are required to give details on the application form of all convictions and cautions, except 'spent' convictions. Any information which you give will be strictly confidential and will be considered only in relation to this or a similar position for which you may be considered with us.

You must declare any convictions which occurred in the following periods, starting from the date the sentence was passed:-

Imprisonment of 30 months or over	Must always be notified
Imprisonment of 6 - 30 months	Notify if in last 10 years
Imprisonment of 6 months or less	Notify if in last 7 years
Sentence of Borstal, Youth Custody Centre or Young Offender Institution	Notify if in last 7 years
Fine or Community Service Order	Notify if in last 5 years
Absolute Discharge	Notify if in last 6 months
Probation Order or Conditional Discharge	Notify if in last year (Or until order expires)

To find out more about the recruitment of Ex-Offenders visit <http://www.bracknell-forest.gov.uk/guidance-on-the-recruitment-of-ex-offenders.pdf>