



# Leigh-on-Sea Town Council

71-73 Elm Road, Leigh-on-Sea, Essex SS9 1SP | Tel: 01702 716288

council@leighonseatowncouncil.gov.uk | www.leighonseatowncouncil.gov.uk

**Chairman:** Cllr Douglas Cracknell | **Vice Chairman:** Cllr Keith Evans

**Town Clerk:** Helen Symmons PSLCC



## ADMINISTRATIVE ASSISTANT – FINANCE AND BOOKINGS

### A TWELVE- MONTH FIXED CONTRACT TO ASSIST DURING MATERNITY LEAVE

Leigh-on-Sea Town Council are looking for a confident individual to join our team to assist in the period when a member of staff is on maternity leave.

We are the only parished Council within Southend Borough and are a larger Town Council, with 17,000 electorate (although we serve the wider area of Leigh-on-Sea which has 22,000 electorate). The Council has the General Power of Competence so undertakes a wide range of projects and events and delivers a range of services and facilities.

The Council have been managing Leigh Community Centre since 2012 which has led to it becoming a vibrant hub for the community and used by residents across the borough of Southend and beyond. The Town Council office is sited within the Community Centre. Additionally, we are involved in extensive partnership working with a variety of stakeholders to benefit our residents. The Council will be embarking in 2022 on preparations for their next Strategic Plan to cover the years 2023-2027.

We welcome enquiries from everyone and value diversity in our workforce.

### Role Description

This role requires a person who can undertake administration and some finance processes. The applicant will need to be able to deal with people calmly, without judgement, firmly and politely. The role will suit a person who enjoys a busy and varied workload in a bustling, happy office

Reports to: Town Clerk and Assistant Responsible Finance Officer

Working hours: Full or part time considered up to 37 hours per week

Salary: National Joint Council SCP 1-5 depending on experience  
£17,842 - £19,312 (pro rata if part time)

NJC for Local Government Services conditions apply in respect of salary, holidays and pension

### Main Purpose of the Role

- To work as part of the Administrative Assistant team
- To assist the Assistant RFO in providing financial administration as directed adhering to Leigh Town Council's Financial Regulations

- To greet customers at the Leigh Community Centre and assist them with their enquiries, hires, book facilities for them and answer question in relation to services provided by the Council.
- To work as part of a small team providing an efficient and friendly service to customers in order to achieve maximum efficiency.

### **Principal Activities**

- Greet and deal with customer enquiries, book premises where required and answer general enquiries both in person, via email and telephone.
- Use the electronic booking system to book rooms for customers, issue them with terms and condition of hire and booking information to ensure all requirements are understood by them.
- Manage all aspects of hiring including invoicing and debtor control in liaison with the Administrative Assistant team.
- Be proactive in reviewing and suggesting improvements in terms and conditions of hire and procedural systems to the Town Clerk.
- Receive damage deposit cheques and deal with their return or alternatively reporting damage to your line manager and assist in resolving problems.
- Filing of correspondence as necessary and as directed.
- To collaborate with the Marketing Officer with ideas and suggestions to aid producing marketing material to promote the Community Centre and its activities and to work with the Administrative Assistant team in delivering social media and website content with regard to the Community Centre.
- Monitor the usage of Grant Aids awarded for room hire.
- Ensuring customer details and booking information remain current.
- Ensuring the job procedural/training manual remains current.
- Assisting with maintenance of Leigh Community Centre website.

### **Special Conditions**

- Take part in any suitable training as prescribed by the Town Council
- Any other duties which from time to time may be allocated by the Assistant Proper Officer/Town Clerk
- Make every effort to create a harmonious working environment
- Co-operate fully with the Council's Appraisal Scheme

*Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Therefore, there is the expectation that you will carry out any other reasonable duties or request from your line manager, that are in keeping with this post or as may be determined from time to time by members of the Council.*

## PERSON SPECIFICATION

	Essential	Desirable
<b>Education</b>		
Good standard of general education to GCSE level or equivalent	X	
<b>Experience and Knowledge</b>		
Experience of working in an office/customer service environment	X	
Experience of dealing with a wide range of people	X	
Ability to challenge a discriminatory practice & value equality and diversity		X
<b>Skills and Personal Qualities</b>		
An excellent standard of written and verbal communication	X	
Good interpersonal skills, including ability to relate sensitively and appropriately depending on the nature of the topic in hand	X	
Clear speaking manner (telephone and in person)	X	
Fully computer literate and able to use IT programs such as Microsoft Word, Excel or databases confidently and competently including electronic booking systems	X	
Excellent administrative and communication skills	X	
Ability to liaise effectively, flexibly and enthusiastically in a small team	X	
Ability to work accurately and pay attention to detail and prioritise enquiries	X	
Ability to deal with several strands of enquiry concurrently	X	
Ability to think strategically beyond immediate daily issues	X	
Ability to work on own initiative with a high level of integrity	X	
Interest in and empathy with local community issues		X
<b>Special Conditions</b>		
Willing to attend training for the job if necessary	X	