

Job Description

Post title	Part-time Reception/Administration Assistant
Post No	PTC
Grade	Scale point 2
Salary	£20,812 - £21,189 pro rata
Reporting to	Pavilion Manager
Location	The normal place of work for this role will be The Pavilion Peterlee but the post holder may be required to work at any location or property of Peterlee Town Council.

DBS	This post is not subject to an Enhanced disclosure.
Politically restricted	This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State.

Description of role

As the first point of contact you will undertake reception functions at the Pavilion, ensuring the highest of standards in relation to customer service and to ensure all activities are carried out in an efficient professional manner.

You will also provide administration assistance for the Council's services as directed by the Pavilion Manager or other members of the Council's Senior Management Team.

This is a part-time position currently working Monday to Thursday 17:00 until 21:30, you would expect to be flexible with start and finish times depending on the season and bookings on each day to complete 18 hours each week.

Duties and responsibilities

- Dealing with customer enquiries and bookings
- Building a positive and professional relationships with customers and partners
- Maintaining the booking system and registers for classes and courses
- Taking and reconciling payments from customers both face-to-face and by telephone
- Inputting and manipulating usage and sales data for Managers
- Communicating with other members of the reception team daily tasks and important messages
- Actively participate in meetings to improve the services we offer
- To contribute to a safe and healthy workplace
- Have a flexible approach to duties and be available to cover team members shifts where possible if required

Common duties and responsibilities

- **Quality Assurance**
To understand and adhere to standards at individual, team performance and service quality so that the customer and the Council's requirements are met and that the highest standards are maintained.
- **Communication**
To participate in and adhere to the team's communication processes and taking responsibility for keeping up to date with all relevant procedures, policies and objectives associated with the role.
- **Professional Practice**
To take responsibility for behaving professionally at all times, ensuring that work is carried out to the highest standards and in line with the team's and Council's stated policies or procedures. This includes adhering to the Council's Code of Conduct.
- **Health and Safety**
Take responsibility for understanding and adhering to health and safety requirements for their service area, in line with the Town Council's Health and Safety Policy.
- **Appraisal**
All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.
- **Equality and Diversity**
As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice. To ensure our commitment is put into practice we have an established Equality and Diversity Policy.
- **Confidentiality**
All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work. All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets.
- **Induction**
The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.

Person specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • 5 GCSE's (A* - C) including Maths and English or equivalent. • NVQ Level 2 or equivalent in Business Administration. 	<ul style="list-style-type: none"> • Customer Services training qualification. • First Aid qualification.
Experience	<ul style="list-style-type: none"> • Experience of producing documents/reports using MS Office. • Confident and proficient in handling queries both face to face and over the phone. • Experience of a customer focused role. • Experience of processing orders for supplies and equipment. • Experience in ICT systems including Microsoft packages Word, Excel, Outlook. 	<ul style="list-style-type: none"> • Previous local government experience including working with Elected Members. • Experience in assisting with functions and events. • Experience of Microsoft 365.
Skills & Knowledge	<ul style="list-style-type: none"> • High level written and oral communication skills, able to exchange information orally and in writing to others • Able to work independently within recognised procedures whilst using own initiative 	<ul style="list-style-type: none"> • An ability to be proactive in service development and improvement. • Knowledge and understanding of local government administration processes. • An up to date knowledge of relevant Health and Safety legislation, policies and safe working practices.
Personal Qualities	<ul style="list-style-type: none"> • A positive attitude committed to excellent customer service • Flexible approach to work • Self-motivated • Good team player • Able to meet the travel requirements of the post 	