

**JOB DESCRIPTION**  
**OFFICE ADMINISTRATOR**  
**SWAFFHAM TOWN COUNCIL**

**(1) EMPLOYER**

Swaffham Town Council. (24 hours per week in Swaffham)  
Town Hall, 4 London Street, Swaffham, Norfolk, PE37 7DQ

**(2) EMPLOYMENT DETAILS**

Contract commences January/February 2025. There will be an initial six-month probationary period with a review carried out by the Town Clerk and a report to the HR Committee.

**(3) PLACE OF EMPLOYMENT:**

Office based at the Town Hall, London Street, Swaffham.

With duties required as directed by the Town Clerk – out of office activities from time to time include attendance of events and evening meetings.

**(4) JOB TITLE AND DESCRIPTION OF DUTIES:**

**OFFICER ADMINISTRATOR**

The Officer Administrator will be immediately responsible to the Deputy Clerk as Line Manager but will also be required to work with other members of staff. A high level of competence and a basic understanding of Local Government procedures and protocol will be required. Appropriate training will be provided as necessary.

**Basic Duties and examples of possible tasks**

It should be noted that the requirements of the Town will change from time to time. The overriding aim is to support the work of the Town Council in Swaffham.

1. Responsibility for the day-to-day smooth operation of the reception and office area.
2. First point of contact for all callers - in person, telephone, or via email - answering queries and signposting where necessary.
3. Administrative support to the Town Clerk and Facilities & Operations Manager and Deputy, Community Engagement Officer; the council and town council officers.
4. **Mayoral Administration/Mayor's Secretary** - undertake administrative and secretarial duties in support of the activities of the Mayor; arrange the Mayoral diary, receive and respond to invitations, create and distribute invitations from the Mayor and where necessary assist at Mayoral events.
5. **Planning Applications** - recording planning applications received from Breckland District Council (BDC); circulating with committee members; creating the monthly agenda; attend monthly meeting, create minutes and submit responses online to BDC; maintain accurate records and respond to enquiries.
6. **Allotments** – support the Deputy Clerk in the management of all allotment sites.
7. **Communications** – maintain the Town Council noticeboard; maintain the council website
8. **Accounts** – assist the Deputy Clerk in creating and monitoring sales invoices, set up payments
9. **Asset Register** – work collaboratively with the Deputy Town Clerk to maintain an accurate and live Asset Register to support the annual insurance policy and annual AGAR and audit.
10. **Council Hire** - assist in managing systems that provide for the efficient and proper hiring and use of council facilities and services.
11. **Cemetery** – assist with all Cemetery enquiries and support the Deputy Clerk in the management of the Cemetery.

**Other typical work activities:**

1. Attendance at evening and occasional weekend events will be required.
2. To work within a small team and to cover holidays and absences of team members as directed by the Town Clerk.

**(5) NORMAL HOURS OF WORK:**

The Officer Administrator is employed for 24 hours each week Monday-Thursday 9.30am-3pm (30-minute lunch break) and Friday 9am-1pm. Any variation of the working week should be sanctioned in advance by the Town Clerk as Head of Staff or in their absence the Deputy Town Clerk. This includes claims for time off in lieu. Timesheets to filled in on a weekly basis and returned to the Deputy Clerk.

**(6) RATE OF PAY:**

The salary commencing on 1 January 2025 shall be SCP 7 £25,584 (pro-rata £16,594). The salary shall be reviewed at the end of the probationary period and subsequently annually during each Council's budget for any changes to take effect on 1 April each year. The Salary scale is SCP7-12.

**(7) HOLIDAY ENTITLEMENT:**

23 days per annum plus the eight normal bank/public holidays and two extra statutory days which must be taken by mutual agreement and at times convenient to the Council. Your annual leave entitlement will increase, in recognition of length of service, by three days after five years of continued service. Holiday entitlement is pro rata for part-time employees.

**(8) TERMINATION OF EMPLOYMENT:**

Employment may be terminated without notice at the end of the probationary period or by either the employee giving one month's notice in writing or the employer giving in writing one month's notice.

**(9) SUPERANNUATION**

The post is superannuable in accordance with the Local Government Superannuation Regulations 1986 and any subsequent amendments. The employee has the option of joining the 'Norfolk Pension Fund' Local Government Pension Scheme.

**(10) GRIEVANCE & DISCIPLINARY PROCEDURE:**

The Officer Administrator shall be under the direct supervision of the Deputy Clerk as Line Manager or Town Clerk as Head of Staff. In the event of staff performance problems or dispute the Town Council operates a three stage Grievance and Disciplinary Procedure.

**PERSON SPECIFICATION  
OFFICE ADMINISTRATOR  
SWAFFHAM TOWN COUNCIL**

**Essential or Desirable Abilities: (E) Essential (D) Desirable**

1 Communication 2. Organisation 3. Investigation 4. Representation 5 Flexibility 6. Team Member 7. Numeracy  
8. IT 9. Qualifications 10. Experience

**Explanation of Requirements:**

	Essential	Desirable
<b>1. Communication</b>	To possess good command of English language, write clearly and concisely, speak clearly and effectively.	To have experience of website management.
<b>2. Organisation</b>	To achieve and work to deadlines, prioritise workloads. To plan and work efficiently under pressure, and exercise judgement confidently.	Time management skills.
<b>3. Investigation</b>	To undertake research effectively, collate information quickly, act with initiative and imagination.	Basic understanding of operating environment of a town council.
<b>4. Representation:</b>	To be well presented and represent the Town Council as required and be capable of exercising tact, diplomacy and discretion. To deal confidently and sympathetically with Town Councillors, other members of staff and the general public.	Public relations skills
<b>5. Flexibility:</b>	To be adaptable, able to respond to changing demand or circumstances. To meet new challenges imaginatively and be willing to work unsocial hours.	Experience of any Council based activity
<b>6. Team Member:</b>	To be able to work effectively in a team environment, relating well to colleagues and contributing to the ethos of the Town Council and their Committees.	To have experience of Council or Committee work
<b>7. Numeracy:</b>	Able to be placed in a position of trust.	To have basic working knowledge of accounts and be able to work within the confines of a budget. To have experience and/or qualifications in accounts or bookkeeping.
<b>8. IT:</b>	To have full knowledge of Microsoft 365 (Word, Excel, PowerPoint, Outlook, Teams, etc)	

<b>9. Qualifications:</b>	To have relevant qualifications to an appropriate educational standard. With relevant training attended in relation to office administration.	Any Council based qualifications could be useful.
<b>10. Experience:</b>	To have some experience in administrative support, community development or council officer type environment.	Previous experience in Local Government.