



ADMINISTRATIVE & ENGAGEMENT OFFICER

JOB DESCRIPTION AND PERSON SPECIFICATION

Job title:	Administrative & Engagement Officer
Salary scale:	SCP 08-11; £26,824 - £28,142 per annum pro rata
Hours:	20 hours per week, mornings
Annual leave:	24 days rising to 28 days after five years' continuous local government service. Employees are also entitled to two extra statutory holidays per year and paid bank/public holiday leave
Pension:	LGPS 2014 Scheme
Contract:	Permanent part time (following a successful six-month probationary period)
Responsible to:	Deputy Town Clerk
Liaises with:	Council staff, councillors, public, community groups, other authorities, businesses, contractors and suppliers

Job Purpose

To provide reliable and proactive administrative support to Chickerell Town Council and its officers, helping ensure the smooth day-to-day running of Council services and activities. As a key point of contact for residents, councillors, and local partners, you'll take a hands-on role in co-ordinating engagement activities, managing community events and civic functions, and supporting both day-to-day operations and public-facing communications across traditional and digital platforms. This varied role offers the chance to contribute to meaningful local initiatives while developing strong organisational and administrative skills in a public service environment.

Key Responsibilities and Tasks

The following is an outline of the duties and responsibilities for the role. It is not exhaustive, and other duties may be assigned as needed:

Engagement & Digital Content

- Plan and produce engaging content for the Town Council's website, social media, and digital platforms, working closely with the officer team to ensure timely and relevant updates.
- Use a mix of online and face-to-face engagement tools to connect with the community on topics of local importance.
- Support the delivery of the Council's Community Engagement Strategy, helping increase public participation in local initiatives and decisions.

- Play a key role in promoting Council activities, services, and consultations through online and offline channels.

Events & Civic Support

- Co-ordinate and deliver community events and civic functions, representing the council when needed.
- Provide administrative support for the Mayor, including diary management, responding to invitations, and producing outgoing correspondence.
- Help prepare and distribute invitations and event materials to ensure smooth event delivery.

Administrative Support

- Use the full Microsoft 365 suite (Word, Excel, Outlook, SharePoint, Teams, etc.) to produce and manage documents, schedules, and shared files.
- Be the first point of contact for the public via reception, phone, or email, providing helpful, accurate responses or signposting as appropriate.
- Manage venue bookings and co-ordinate access for all council-owned facilities.
- Assist in the preparation of agendas and supporting documents for Council and committee meetings.
- Maintain sensitive data with a high level of confidentiality and attention to detail.

Record & System Management

- Maintain accurate digital and physical records, ensuring systems are kept up to date and compliant with data policies.
- Support the officer team with project administration and assist with the delivery of new initiatives and service improvements.
- Administer and maintain cemetery and burial records, liaising with funeral directors and families with sensitivity.

Office & Operational Tasks

- Deliver day-to-day office support including photocopying, filing, mail distribution, and raising purchase orders.
- Help manage the Council's stationery and office supplies to ensure availability.
- Support officers, councillors, and the Mayor with general administrative duties as required.

General

- Follow Council policies and uphold high standards of health, safety, and data protection.
- Maintain confidentiality at all times in line with Council procedures.
- Take part in training and development opportunities to support your role.
- Carry out additional duties as reasonably required in line with the scope of the post.

Person Specification

The person specification is a picture of skills, knowledge and experience required to carry out the job. You should demonstrate on your application form how you meet the essential criteria.

	Essential	Desirable
Qualifications		
Five GCSEs (or equivalent) <ul style="list-style-type: none"> Grade C or above in English and Maths 	✓	
Level 3 in Business Administration, or a related field		✓
Proficiency in Microsoft Office Suite & applications <ul style="list-style-type: none"> Word Excel Outlook Teams Forms PowerPoint 	✓ ✓ ✓	✓ ✓ ✓
Knowledge, Skills and Experience		
Minimum of 1 year of experience in a receptionist or administrative position within an office environment	✓	
Experience of working in a busy, customer-facing role or in a similar environment	✓	
Experience in handling multi-line phone systems, email correspondence, and managing calendars or diaries	✓	
Understanding of the operation of a town council – experience of working in local government		✓
Knowledge on bereavement services		✓
Proficient in use of Canva application		✓
Experience of using Scribe software		✓
Skills & Abilities		
Excellent verbal and written communication skills, with a professional telephone manner	✓	
Strong organisational skills, with the ability to prioritise tasks and manage time effectively.	✓	
Competency in handling sensitive and confidential information in line with GDPR (General Data Protection Regulation)	✓	
Ability to work independently and as part of a team, showing initiative and adaptability	✓	
Knowledge or willingness to learn digital content creation and social media management tools.	✓	
Proficiency in using office technology (e.g., photocopiers, scanners) and basic troubleshooting skills	✓	
Personal Attributes		
Polite, friendly, and approachable, with a welcoming attitude	✓	
Strong attention to detail and accuracy in administrative tasks	✓	
Proactive and enthusiastic, with a positive, can-do attitude	✓	
Interest in community engagement and local initiatives	✓	
Adaptability to work across a variety of tasks and changing priorities.	✓	

Willingness to train and develop in digital and administrative skills	✓	
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The successful candidate will be offered the job conditional upon job references.