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| Job title: | Information and Administration Assistant | Date: | June 2023 – Temporary Maternity Cover |
| Reporting Line: | Bookings and Administration Officer | Job Level: | SPC 7-9 |
| Hours: | 37 hours a week usually Monday - Friday 9 – 5pm | | |

Job Purpose

Full-time temporary role in the Congleton Information Centre to cover maternity leave. This is a customer focussed role, where you will be expected to provide a responsive service to visitors, as well as providing reception services and administrative duties for Town Hall and Congleton Town. You will be dealing with customers face-to-face, on the telephone and via email in a friendly, professional, and courteous manner in line with Town Council policies. You will also take a lead on selling tickets, souvenirs, local books, and gifts to help provide an income for this service. This post involves banking, ordering, general administration, stock management and keeping the Information Centre looking inviting with up-to-date windows and displays.

Key Responsibilities

- Provide a reception service for the Town Council, acting as the first point of contact for general phone calls, emails and visitors.
- Carry out administrative duties for the Town Council as requested to support the routine work of the Town Council work, including updating databases in line with GDPR principles.
- Provide daily sale reconciliations for suppliers and ticket events.
- Support the centre supervisor with liaising with suppliers, organisations and venues about the sales of products, tickets and stock within the Information Centre.
- Ensure all stock is managed in accordance with the Information Centre procedures for coding, pricing, and monitoring stock.
- Take responsibility for the routine opening and closing of the Congleton Information Centre.
- Update the Congleton Information Centre social media channels.
- Sign visitors into the Town Hall and take initial Town Hall booking calls.
- Sell local products, tickets, souvenirs and books
- Help to promote local groups and services within Congleton.
- Ensure the security and health and safety policies are regularly updated and followed.

Carry out any other reasonable tasks as directed by members of the Management Team in line with the job holder's skill and competence.

Dimensions

Internal - no line management responsibilities

- No Line management responsibility for staff
- Handle money on a daily basis.
- Regular contact with councillors, town hall staff and town hall users
- Part of a team that includes 3 part time staff, two casual staff and a full-time Admin and Booking Officer who will take responsibility for the team whilst the Senior Information Officer is on maternity leave.

External

- Daily face-to-face, telephone and email contact with the public
- May be asked to attend the occasional off-site meeting.

Knowledge, Skills, and Experience

Essential Skills:

- Excellent communication skills
- Ability to converse at ease with customers and provide clear advice and information.
- Experience of computers, telephone and standard office equipment including the Windows packages – word, excel, email and the internet.
- Confident to handle financial transactions.
- A keen team player

Useful Skills:

- Confidence to update databases, website information and social media.
- A knowledge of Congleton and its organisations
- Ability to search for information online.
- Knowledge of GDPR
- Administration of social media profiles such as YouTube, Facebook, Twitter and Instagram

Experience:

- Previous work in a customer facing environment.
- Previous experience of working in administration
- Previous experience of sales

Knowledge:

- Awareness of the Congleton area
- An understanding of the Visitor Economy and attractions in East Cheshire
- An understanding of the Town Council and Local Government Structure

Personal Style:

- Confident to represent the Town Council
- Professional and flexible approach and attitude
- Ability to understand, demonstrate and apply Local Government values: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty, Leadership.