



ST. JUST TOWN COUNCIL

BUSINESS ADMINISTRATOR APPRENTICE

Job Description

Job Title:

Salary scale: Scp 2 – 3 (£20,441 - £ 20,812)

Accountable to: Deputy Town Clerk

Responsible for: na

Main Purpose: To provide administration support to the Town Council

Key responsibilities:

Town Council

1. Provide admin support to the Town Clerk and Deputy Town Clerk, councillors and for civic functions.
2. Attend events as required as part of the Town Council's Civic functions.
3. Deal with correspondence as required by the Deputy Town Clerk.
4. Undertake research for various initiatives and projects being undertaken for the council.
5. Receive customer enquiries by telephone, email, post or face-to-face.
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7. Provide support to other members of the Admin Team.

Library Service

1. Fully process a range of customer services such as issuing library books and DVDs

2. Enrol and update /renew customer library details
3. Deal with payments via cash, cheque or card; receipt and prepare associated paperwork and electronic records in an efficient and effective manner
4. Assist customers with library stock availability, make and allocate/reservations as required
5. Assist the public with the use of the in-house public PC's and any other library enquiries
6. Provide assistance to customers in form filling where required
7. Use customer service IT packages effectively, updating and maintaining computerised systems to ensure the service performs effectively.
8. Receive customer enquiries by telephone, email, post or face-to-face.
9. Administer bookings.
10. Deal with customer complaints in accordance with the Town Council's Complaints process, advising customers of the applicable procedures.

Both roles

1. Comply at all times with the requirements of the Town Council's protocols and policies and the General Data Protection Data Regulations (GDPR) and Freedom of Information Act (FOI).
2. Any other duties commensurate with the post.