

SDBC Staff Terms of Reference

ADMINISTRATION ASSISTANT/RECEPTIONIST

PART A – POST DETAILS

Post title	Administration Assistant/Receptionist
Post-Holder	
Location	Bradbury House, 33-34 Market Street HIGHBRIDGE, TA9 3BW
Line Manager's Name	Maggie Hammond

PART B — BACKGROUND & ORGANISATION

Job Purpose - description, highlighting key subject areas:

The post holder will carry out the operation of all routine office procedures and provides administration support to other Officers and Staff within the Organisation

The line manager for the post is the Business Services Manager.

Organisation – Description of Function and/or Organisation Chart:

The Somerset Drainage Boards Consortium is the organisation that manages the operations and affairs of three Internal Drainage Boards (IDBs) in Somerset (The Axe Brue, Parrett & North Somerset Levels IDBs) providing them with finance, engineering, legal, environmental and administration services via a team of in-house staff and consultants. The main activity of the Boards are to manage water levels and Flood Risk within their respective catchments for the protection of people, property and the environment.

PART C — RESPONSIBILITIES

Key Responsibilities:

PRINCIPLE ROLES

1. To operate the Switchboard and to respond to basic enquiries.
2. To receive cash, cheque and debit/credit card payments for rates under the supervision of the RFO or Collector.
3. To provide a word processing service for colleagues from notes or audio typing.

4. To operate and manage Outlook calendars for Staff, annual leave and Board Room.
5. To assist with stationery stock control and ordering.
6. To co-ordinate (despatch and receipt) all internal and external mail.
7. To operate the Lone Worker system.
8. To administer controlled stationery/consumables.
9. To assist in the arrangement of meetings, provide refreshments, and from time to time, attend, take notes, and subsequently prepare Minutes.

PRIMARY DUTIES

10. To be the first point of contact that ratepayers, visitors and members of the public will have with our organisation. The post-holder will ensure all visitors sign in and out of the Visitor's Register.
11. To operate the SDBC switchboard and deal with routine enquiries, maintain a telephone call log and ensure messages are correctly distributed.
12. To assist in the process of dispatching the Rates demands and subsequent receipt of payments sent out to 4,000 ratepayers across Somerset.; these may be cash, cheques, debit/credit card, bank giro receipts and the establishment and upkeep of Direct Debit details on DRS, and responding to rate enquiries.
13. To assist the Clerk and Assistant Clerk in setting-out out the meeting rooms, provide refreshments, and from time to time take notes of the meetings, write up formal Minutes after the meeting and arrange for their distribution.
14. To provide a word processing service for all members of staff if required. Some of this work will be copy typing and other work will be audio typing. The post holder will also be expected to use a number of standard Microsoft Office programmes and templates to produce specific responses to enquiries and correspondence received as well as producing some bespoke responses.
15. To assist in the management of the stationery stocks and Office supplies, the ordering and receiving of goods and checking-off against invoices upon receipt.
16. To coordinate and record all mail received and sent out, ensuring the franking machine is in credit at all times and print a monthly report. The post holder will also

be responsible for the distribution of internal mail, and delivering external post to the post office in a timely manner.

17. To assist in operating the Lone Worker system that is in operation for the safe working procedures for site operatives and staff working by themselves in the field.

18. To assist in the supervision of correct use of the internal Staff location Board.

19. To Co-ordinate and disseminate incoming SDBC Admin email.

SECONDARY DUTIES

20. To undertake routine office tasks, including photocopying, arrangement of technical meetings, and provision of refreshments for these meetings and information research for colleagues as necessary.

21. To assist all Staff in general administrative support, as agreed with the Line-Manager and within the capacity of the role.

Authority (e.g., Line Management etc.)

1. The Administration Assistant is authorised to communicate with external bodies and Organisations on all matters relating to his/her Terms of Reference/Job Description.

PART D — SKILLS & KNOWLEDGE PROFILE

Core Competences – required background experience and attributes:

Professional/External qualifications required:	
Essential:	
Desirable:	
Learning & Development:	
Pre-Joining Essential:	1. Proficiency in Microsoft Office applications (WORD and EXCEL)
Pre-Joining Desirable:	1. Proficiency in Microsoft Office applications (PUBLISHER and POWERPOINT)
Post-Joining:	1. Knowledge and operation of DRS Understanding of the Land Drainage Consent process

Part E — Additional Requirements

Health & Safety:
Post holder must be fully acquainted with the Board's Health & Safety Policy and procedures and complete all mandatory H&S training.
Equality & Diversity & Inclusion:
Post holder must adhere to the Boards' Equality, Diversity & Inclusion Policy and complete all mandatory training.
Learning & Development:
Post holder is responsible for ensuring that his/her training needs are identified and agreed with his/her line manager and reviewed annually.
Security:
The post holder must complete all mandatory security training, comply with the Board's security policies and procedures and promptly report any suspected or actual security incident and/or breach.
Other Requirements:
Valid in-date Full Driving Licence to be held

Part F — Signatures

Post holder:

Signature:

Line Manager:

Name:

Signature:

Date agreed:

Date for review: