



GILLINGHAM TOWN COUNCIL

The Town Hall, School Road, Gillingham, Dorset SP8 4QR
Tel: 01747 823588 Email: gtc@gillinghamdorset-tc.gov.uk



RECEPTIONIST/ADMINISTRATOR (PART-TIME)

CANDIDATE INFORMATION PACK



INTRODUCTION

Thank you for your interest in the position of Receptionist/Administrator at Gillingham Town Council. This pack contains information you will need to help with your application.

Applications should be made by completing an application form, available on our website - [Staff & Recruitment - Gillingham Town Council \(gillinghamdorset-tc.gov.uk\)](http://gillinghamdorset-tc.gov.uk) and sending a covering email or letter. CV's will only be accepted as supporting documentation.

Applications can be submitted by email to GTC@gillinghamdorset-tc.gov.uk or by post to:

The Town Clerk
Gillingham Town Council
Town Hall
School Road
Gillingham
Dorset SP8 4QR

If you would like any further information, please contact me on 01747 823588.

We look forward to receiving your application.

*Mrs Julie Hawkins
Town Clerk
Gillingham Town Council
March 2024*

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GENERAL INFORMATION

Gillingham is the most northerly town in Dorset, in the area known as the Blackmore Vale. It lies on the B3095 and B3081 in North Dorset, approximately 4 miles south of the A303 trunk road and 5 miles northwest of Shaftesbury.

Gillingham's current population is approximately 12,000 and it is one of the fastest growing towns in the South West. It has been identified in the North Dorset Local Plan as one of the main towns that will deliver the most growth with at least 2,200 dwellings over the plan period up to 2032.

Gillingham Town Council is politically independent and has seventeen councillors who represent the five wards of Town, Wyke, Ham, Milton-on-Stour and Rural. There are 15 members of staff and an annual budget in the region of £1 million.

The workload of the Town Council has increased over the last few years and will continue to do so due to the proposed expansion of the town. This will provide many exciting opportunities for the Town Council, many of which are included in the Council's 5 Year Action Plan.

The Town Council maintains its public open spaces to a high standard and most of the larger open spaces in Gillingham have achieved Green Flag accreditation.

The Town Council continues to seek ways to improve efficiency and to meet targets to achieve quality status.

This is an exciting opportunity to work as part of a friendly team reporting to the Town Clerk.

Further information about Gillingham Town Council can be found on our website:
<https://gillinghamdorset-tc.gov.uk/>





GILLINGHAM TOWN COUNCIL

JOB DESCRIPTION

Job Title: Receptionist/Administrator (part-time, 20 hours)

Salary: Salary Grade SCP 11

Responsible to: Town Clerk

Main Purpose of Job

To be the first point of contact at the Town Hall for members of the public, Councillors and external organisations. Supporting the Mayor with administration, diary management and Civic events.

Main Responsibilities and Duties

1. Delivering excellent customer service by providing appropriate information, advice, guidance and support in a professional and timely manner.
2. Running the Town Hall reception and providing general administrative support to the Town Council and its staff. This includes (but is not limited to) assisting Town Hall visitors, responding to emails, telephone calls, opening post, ordering stationery and preparing documentation.
3. Updating the Town Council's website and social media platforms as directed.
4. Developing and maintaining good working relationships with organisations, agencies, volunteer/interest groups and local government authorities.
5. Taking room/land hire bookings and liaising with hirers.
6. Supporting the Mayor with administration, diary management, event organisation and event attendance.
7. Taking responsibility for own professional and personal development, attending courses and seminars as agreed.
8. Undertaking any other duties as reasonably required.

Dimensions

- No direct reports
- Number of Councillors – 18
- Population – in the region of 12,000
- Number of electorate – in the region of 9,000

Qualifications, Skills and Experience

- English and Maths GCSEs at grade 4 or above, or equivalent
- Written and verbal communication skills to Council standard
- IT skills in all Microsoft applications and social media

PERSON SPECIFICATION

Skills and Knowledge

Essential

- English and Maths GCSEs at grade 4 or above, or equivalent
- Written and verbal communication skills to Council standard
- IT skills in all Microsoft applications and social media
- Excellent customer services skills
- Good verbal and written communication skills
- Good organisational skills

Desirable

- Good knowledge of the local community
- Experience of working in local government

About You

We are looking for a confident, self-motivated, enthusiastic team player who is able to work Monday-Friday 9.00 am to 1.00 pm.

Working at Gillingham Town Council

This is an exciting opportunity for a highly motivated individual. You will work as part of a friendly team reporting to the Town Clerk and will have the opportunity to build upon your existing skills.

SUMMARY OF EMPLOYMENT CONDITIONS

- **Job Title**
Receptionist/Administrator (part-time – 20 hours per week).
- **Salary**
The salary is in accordance with the current National Joint Council Grade 11 - £25,979 per annum (pro rata). There is a pay award pending.
- **Starting Date**
As soon as possible.
- **Probation Period**
New employees are subject to a six-month probationary period. Regular meetings will be held within this period to discuss progress and training needs.
- **Working Hours**
Contractual hours are 20 hours per week - to be worked at Gillingham Town Hall from 9.00 am until 1.00 pm Monday to Friday.
- **Annual Leave**
Annual leave is 23 days plus Bank Holidays. In addition, 2 statutory days are given over the Christmas period. The leave year is 1 April to 31 March.
- **Pension**
Employees of the Council are entitled to join the Local Government Pension Scheme as operated by Dorset Council.
- **Employee Development**
Regular meetings with the Town Clerk will be held to discuss personal development. Future objectives and training requirements will be agreed to develop personal goals and skills.
- **Health and Safety**
Appropriate Health and Safety training will be provided in line with the Town Council's Health and Safety Policy.
- **Equality and Diversity Policy**
Gillingham Town Council is committed to a policy of equal treatment of all employees in line with the Council's Equality and Diversity Policy.
- **Conditions**
The appointment will be subject to satisfactory references and a medical assessment to determine if any reasonable adjustments are needed to enable you to perform the role.