



Bexhill-on-Sea Town Council

A vacancy has arisen for the position of part-time Customers Services Advisor

Bexhill-on-Sea Town Council is seeking to appoint a part-time Customer Services Advisor. Duties will include meeting and greeting residents, answering telephone calls and responding to general enquiry emails.

The reception desk will be open from 10am – 12pm and 12:30pm – 2.30pm Tuesday – Thursday initially.

Working hours will be : start time 9.30am, finish at 3.00pm with a half hour break from 12pm – 12:30pm, Tuesday – Thursday.

The role will be 15 hours per week. Depending on footfall, the role may have an opportunity to develop into a full time position.

The successful applicant will be based at the town council offices in Bexhill, working to a flexible shift rota that meets the needs of the office management plans.

The ideal applicant will have good customer care skills, a good telephone manner, some clerical abilities, and be able to demonstrate enthusiasm for working with residents and local organisations.

An application form is available on our website or by emailing

town.clerk@bexhilltowncouncil.gov.uk

Tel: 07769 254176

The post is offered at point NJC SCP 1, £17,842 annum pro rata.

Applications should be submitted to the Town Council Offices by 5 pm on XXXXX

JOB DESCRIPTION

Part-time Receptionist

Person Specification

Efficient front-facing receptionist with good clerical and customer care skills. A good communicator with confidence in dealing with members of the public, in person and on the phone.

| | Essential | Desirable |
|----------------------|------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|
| Education | Good general education with a minimum of 4 GCSEs to include maths and English grade 4 or above or equivalent (grade C) | |
| Skills and Knowledge | Good customer care skills | |
| | Basic IT skills – Microsoft word, excel etc | Ability to maintain and update website |
| | Flexible team player with good interpersonal skills | |
| | Excellent communication skills both written and oral | A good command of English with a clearly understood voice. |
| Personal Qualities | Ability to deal with a range of people in an impartial, diplomatic and professional manner | To be able to understand and explain complex regulations. |
| | Flexibility of approach, open to creative ways of working | |
| | Able to keep calm in stressful situations. | |
| | A polite and helpful manner | |
| | Ability to work quickly and under pressure | |
| | Ability to work alone and as part of a team | |

Job Description

To provide front of house services to the town council and administrative support to the Town Clerk to ensure the efficient running of the town council offices. To use own initiative to carry out the specific responsibilities listed below, with minimal supervision. To deal with enquiries in the Town Clerk's absence from members of the public or council in person, via the telephone or by email. Hours of work are 15 per week initially with the possibility of growth in the future to a full-time role.. Paid holiday is 20 days per year pro-rata plus bank holidays and two statutory days.

Specific Responsibilities

1. Providing reception services in the offices of the town council.
2. Look up information for visitors and signpost to local services.
3. Process payments made to the council.
4. Deal with complaints tactfully, and provide feedback to the Town Clerk.
5. To answer the telephone and respond to general email enquiries.
6. To carry out filing duties and maintain accurate records, both paper and digital, in line with the council's retention policy
7. To draft correspondence and documents on instruction from the Town Clerk.
8. To assist the Town Clerk with any other administrative tasks as and when required.
9. To monitor office stock levels and report any order requirements to Assistant Clerk.
10. To maintain a tidy and attractive shop front, keeping all marketing up to date.
11. To maintain an awareness of the activities of the council by reading the minutes as they are published.
12. To be aware of the policies of the council, as posted from time to time on the website. To implement policies as applicable to the work of the council.
13. To act as fire warden in absence of Facilities Co-ordinator
14. To attend training courses or seminars to enhance the work and role of Customer Services Advisor as required by the council.

Application Procedure

Please complete the attached application form and return it to the Town Clerk either:

By post: Town Hall, London Road, Bexhill-on-Sea, TN39 3JX

Or

Via email: town.clerk@bexhilltowncouncil.gov.uk

Closing date for applications is 5 pm on XXXX