

ADMINISTRATION OFFICER

JOB DESCRIPTION

Post Title:	Administration Officer
Grade:	SCP15 £31,015 within the NJC LC1 scale range as set out as set out in the 2026 National Agreement on Salaries for Local Government Services
Hours of Work:	37 Hours Per Week – Mondays to Fridays
Location:	Victoria Buildings, Lewin Street, Middlewich, CW10 9AS
Reports to:	The Town Clerk & Responsible Financial Officer

Role Purpose & Key Responsibilities:

The Administration Officer is responsible for the management of bookings for the Victoria Hall, Bar, and Town Hall. This position entails coordinating hire bookings, offering information to customers, and ensuring the effective utilization of council facilities. Responsibilities also include handling booking forms, invoicing, payments, and deposits. Additionally, the role encompasses general office administration, serving as the initial point of contact for the public reaching out to the Town Council, and assisting in the organization of civic and community events, along with various administrative tasks to support the Town Council office.

The role has the following responsibilities:

- 1) Booking Coordination:
 - Receive and process booking inquiries and requests for the Town Council Hire Facilities
 - Check availability and schedule bookings in the room booking software
 - Coordinate with clients to confirm booking details and requirements.
- 2) Customer Service and Client Communication:
 - Serve as the primary point of contact for the council, clients and hirers.
 - Provide information about rental rates, facility policies, and available amenities.
 - Address client inquiries and assist with any special requests.
 - Provide excellent customer service to clients and hirers.
 - Address and resolve any issues or concerns related to bookings and general enquiries.
- 3) Documentation and Records:
 - Maintain accurate records of bookings, reservations, and payments.
 - Prepare hire agreements for customers
 - Ensure that required permits and licenses are obtained for events, if necessary.
- 4) Events and Meeting Support:
 - Assist with event setup and coordination, working closely with the Facilities Caretaker
 - Ensure that the facility is prepared for each event as per the booking requirements.
 - Oversee event check-ins and check-outs as needed with the Facilities Caretaker
 - To assist in the organisation and management of all Civic and Community Events.
 - To assist in arranging and facilitating Meetings

- To assist in the preparation of and distribution of Agenda packs to Councillors
 - Attending Town Council meetings and events as required including some evenings and weekends
- 5) Finance, Billing and Payments:
- Generate invoices for bookings for hire and Town Hall tenants
 - Process payments, assist with data entry and maintain financial records
 - Follow up on outstanding payments as necessary
 - To obtain quotes as and when requested for various items and or services
 - To ensure compliance with the Council's Financial Regulations, Standing Orders and procurement, policies and procedures.
- 6) Civic Engagements:
- To maintain the Chairman/Town Mayors Civic Diary and invitations ensuring that s/he is aware of all functions and requirements.
- 7) Website, Social Media and External Communications
- To ensure that the Town Council website and Facebook pages are kept up to date under the direction of the Town Clerk or in their absence, the Deputy Town Clerk/Operations Manager.
- 8) General Administration and Other Duties:
- To utilise various software to prepare and maintain correspondence, meeting information, databases and spreadsheets.
 - To report public realm and other issues to Cheshire East Council and follow up and record the outcome of those reports.
 - To keep noticeboards up to date and manage stationery stock levels.
 - To carry out all reasonable requested duties within the competence of the post holder and at the direction of the Town Clerk and Deputy Town Clerk/Operations Manager.
 - To work at any premises in the ownership of the Town Council in Middlewich.
 - To carry out any other such duties that are commensurate with the post as the Council may require.
- 9) Training and Continuous Professional Development
- The Town Council has an ongoing commitment to the development of its staff. To facilitate this the post holder will be required to pursue a programme of continuous professional development as required by the Council, including but not limited to completion of the ILCA and FILCA qualifications.

This document outlines the main responsibility and duties of the role to be undertaken by the postholder, it is not a comprehensive and exhaustive list, and these may be varied at time to time by Middlewich Town Council.

STATEMENT

This description is a general statement of required major duties and responsibilities performed on a regular and continuous basis. It does not exclude other commensurate duties as assigned. It may be reviewed accordingly to adjust for statutory obligations changes or development of the role as required.

Post holder: Dated:

Signed Dated:
(On behalf of Middlewich Town Council)



Administration Officer - Person Specification		ESSENTIAL / DESIRABLE
Skills, Knowledge and Experience required;		
Administration experience (Minimum 1 years)		E
Proficient in Microsoft Office suite (Word, Excel, PowerPoint, Outlook)		E
Experience of maintaining computer-based system and manual record systems		E
Excellent communication skills (written & verbal)		E
To work quickly and accurately to deadlines, meeting priorities		E
Ability to multi-task		E
Ability to adapt to a variety of tasks.		E
Flexibility to attend occasional meetings and events in early evening or weekends when deemed necessary.		E
Ability to work on your own or as part of a team.		E
GCSE level Maths and English passes (or equivalent)		E
Experience of writing minutes		D
Experience of using social media channels and maintaining websites		D
Able to balance conflicting priorities, meet deadlines and work quickly and accurately under pressure		E
Able to work collaboratively with external parties and with members of the town council		E
Willing and able to work weekends when town council events/activities are taking place		D
EVENT MANAGEMENT		
Experience of efficient management of events		D
Broad experience of delivering events and community-based engagement activities		D