



## ARUNDEL TOWN COUNCIL

### ADMINISTRATION ASSISTANT & RECEPTIONIST ROLE JOB DESCRIPTION

**PURPOSE:** The Administration Assistant & Receptionist plays a key role in the smooth day-to-day operation of the Town Hall, working across both the Town Council functions and the Town Hall's wedding and events business. The role is the proactive, friendly, and professional first point of contact for visitors, councillors, wedding couples, and members of the public. A positive attitude, strong initiative, and the ability to balance administrative accuracy with excellent customer service are essential to success in this role.

**BASED:** Arundel Town Hall, Maltravers Street, Arundel

**HOURS:** 10.5 hours a week. Tuesdays, Wednesdays and Thursdays. 09.30-13.00, with some flexibility in timings.

### KEY RESPONSIBILITIES

#### Reception & Customer Service

- Act as the welcoming and professional first point of contact for all visitors to Arundel Town Hall, including members of the public, councillors, officers, and wedding clients
- Create a positive first impression of the Town Council and Town Hall through a friendly, helpful, and proactive approach.
- Confidently handle enquiries in person, by phone, and via email, using initiative to resolve or appropriately direct queries.
- Conduct Town Hall viewings for weddings and other events

#### Proactive Administrative Support

- Provide efficient and forward-thinking administrative support to Town Council Officers, including formatting information, using various IT systems, preparing correspondence and other documents.
- Print, scan, collate, and distribute council documents and meeting papers.
- Maintain accurate records and filing systems.

### **Meetings & Room Set-Up**

- Proactively prepare and set up town hall rooms for council meetings, committees, and events.
- Ensure rooms are well-presented, correctly laid out, and fully equipped in advance of meetings and events

### **Website & Document Publishing Support**

- Support basic website content and social media updates such as uploading of agendas, minutes and other approved documents.

### **General Office Duties**

- Manage incoming and outgoing post and deliveries.
- Take pride in maintaining a tidy, organised, and welcoming reception – including rooms and office environment.
- Undertake general administrative and support duties as required.

## **SKILLS & EXPERIENCE**

### **Essential**

- Experience in a receptionist, administrative, or customer-facing role
- Excellent communication and interpersonal skills.
- Strong organisational skills with a proactive approach to work.
- Confident using office IT systems and equipment (including Microsoft Word, Excel)

### **Desirable**

- Familiarity with weddings and events
- Experience updating or managing website content and social media

### **Personal Attributes**

- Warm, friendly, and approachable with a consistently positive attitude.
- Proactive, organised, and able to use initiative.
- Calm, professional, and courteous, even in challenging situations.