



Stamford
Town Council

The Council Receptionist is responsible for providing a welcoming and efficient reception service, handling phone calls, assisting the public, managing correspondence, and providing general administrative support. This role plays a vital role in ensuring positive communication and effective administrative processes within the council.

Job vacancy: Afternoon Receptionist

Part Time : 20 hours per week
(1pm – 5pm Monday to Thursday
and 12:30pm – 4:30pm Friday)

Salary: SP 2-5 (NJC Local
Government Salary Scale)

Responsible to: Town
Clerk/Office Administrator

Key responsibilities

RECEPTION DUTIES

- Greet visitors in a friendly and professional manner, providing assistance and guidance as needed.
- Answer phone calls promptly and courteously, directing inquiries to the appropriate person or department.
- Manage the reception area, ensuring it is clean, tidy, and presentable at all times.

PUBLIC ASSISTANCE

- Assist members of the public with inquiries, providing information and guidance on council services, procedures, and facilities.
- Handle public feedback and complaints in a respectful and efficient manner, escalating issues as necessary.



Send your CV and covering letter to:

✉ townclerk@stamfordtowncouncil.gov.uk

For more information, visit our website

 www.stamfordtowncouncil.gov.uk



CORRESPONDENCE MANAGEMENT

- Receive and distribute incoming mail, and emails to the relevant departments or individuals.
- Monitor and manage the council's general email inbox, responding to inquiries or forwarding them to the appropriate recipients.
- Prepare outgoing mail, ensuring it is correctly addressed and posted in a timely manner.
- Maintain electronic and physical filing systems for correspondence and documents.

ADMINISTRATIVE SUPPORT

- Provide general administrative support to the council staff, including typing, photocopying, scanning, and filing documents.
- Assist with data entry and maintaining records in databases or spreadsheets.
- Coordinate appointments and meetings, booking rooms and arranging refreshments as required.

SECURITY AND ACCESS CONTROL

- Monitor access to the council premises, ensuring visitors sign in and out as necessary.
- Issue visitor passes and ensure compliance with security procedures.
- Report any security concerns or incidents to the appropriate authorities.
- Key holder for the Town Hall including alarm call outs, Fire Warden and first aider.

INFORMATION MANAGEMENT

- Maintain up-to-date information about council services, events, and activities to provide accurate information to visitors and callers.
- Update internal directories and contact lists to facilitate communication within the council.

ATTENDANCE AT CIVIC EVENTS

- Assist the council at civic events, ceremonies, and public functions when required.
- Foster positive relationships with community members and stakeholders.
- Promote the council's initiatives and engage with the public to address their concerns.

KEY HOLDER FOR HIRES & WEDDINGS:

- Key holder for the Town Hall including alarm call outs, Fire Warden and first aider.
- Serve as a key holder for council-owned facilities hired out for events and weddings when required.
- Ensure security and access control for hired venues.
- Provide support and assistance to event organisers and wedding parties as needed.



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Qualifications and skills

ESSENTIAL

- Excellent communication and customer service skills.
 - Professional demeanour and strong interpersonal skills.
 - Ability to multitask and prioritise tasks in a fast-paced environment.
 - Proficiency in Microsoft Office Suite and basic office equipment.
 - Strong attention to detail and accuracy in data entry and record-keeping.
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DESIRABLE

- Previous experience in a receptionist or customer service role.
 - Knowledge of administrative procedures and office management practices.
 - Familiarity with local government services and procedures.
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PERSONAL ATTRIBUTES

- Friendly and approachable with a positive attitude.
 - Ability to remain calm and composed under pressure.
 - Reliable and punctual with a strong work ethic.
 - Respectful of confidentiality and sensitive information.
 - Willingness to learn and adapt to new tasks and responsibilities.
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This job description outlines the primary responsibilities and qualifications required for the position of Council Receptionist. It is not exhaustive and may be subject to change to meet the needs of the council.

We are committed to building a diverse organisation that represents the communities we serve and promotes an inclusive culture in all aspects of our work. We welcome applications from all who have the skills and experience to support the work of Stamford Town Council.

Applications can be sent via email (details below) or by post to Town Clerk, Stamford Town Council, Town Hall, St Mary's Hill, Stamford, Lincolnshire PE92DR (marked as confidential). Please apply by Friday September 19th at 5pm.

For more information please call the Town Clerk Sarah Dorson on 01780 753808.

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