



Job Description

Job Title:	Administration Assistant
Reports to:	Parish Executive Officer (the Parish Secretary)
Accountable to:	Constable of St Lawrence (the Connétable)
Location:	Parish Hall, La Grande Route de St Laurent, St Lawrence
Contract:	Permanent (hours to be discussed)

Purpose of the Position

Engage with daily visitors, answer the telephone and respond professionally to emails, ensuring accurate processing of the administration arising from those enquiries.

Other duties include: welcome guests of the Constable (occasional making of hot drinks), maintain the Hall meetings diary, monitor supplies and ensure swift handling of in/out post, ensuring all areas of Reception are smartly presented and willingly assist your team members with various matters.

Principal accountabilities

1. Provide a polite, efficient and timely Reception service to daily visitors, check application forms are completed fully, answer the telephone and respond professionally to emails and postal enquiries.
2. Provide administration support ⁽¹⁾ to the Parish Office team, headed by the Connétable and led by the Parish Secretary, this may include support to those working in an honorary capacity.
3. Utilise IT software available for effective processes and update various Parish authority databases, spreadsheets and documents accurately, ensuring the Parish complies with the principles of Data Protection.
4. Handle first level enquiries, sign-posting people to help from other organisations too; escalating as appropriate to senior colleagues.
5. Ensure that the Reception area including the Office are safe, tidy, fully stocked (forms, stationery, refreshments), noticeboards up to date (including the exterior Bête Grillée), keys secured and observe the clear desk policy overnight.
6. Undertake any reasonable administration duties as required for the efficient running of the Office, such as but not limited to permits, archiving, preparing papers for meetings, agendas, letters, fee payments, event room set up and RSVP registers or similar.

Person profile

This role suits a personality that thrives on being busy; Market Day is hectic or extreme weather will swerve your good-intentioned plan. It requires an accomplished administrator and team-player who likes to plan ahead, has a positive attitude, is flexible in their working approach and one who enjoys finding solutions to people orientated queries.

¹ Examples of the type of administration support are described in the Background section



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Competency, skills & experience

As this position interacts with a wide range of stakeholders be they Parish officials, parishioners and other key Government and States of Jersey or supplier contacts, good communication skills are imperative, as is the ability to build effective working relationships, representing the Parish to the highest standards at every opportunity.

The post holder must have proven experience in customer services and administration. The post-holder needs excellent listening, oral and English written communication skills for interacting with people front of house, internally or externally.

Microsoft skills of Outlook, Excel and Word along with accurate, quick keyboard skills are essential for processing the daily administration such as driving licences, permits, Honorary Police Enquiries, basic letters, agendas, arranging meetings, fee payments or daily database input. Other technical experience of Microsoft 365, Teams, Xero accounting or use of social media platforms such as Twitter are an advantage.

Our visitors are mostly residents of St Lawrence or tourists. They primarily use English and other European languages are sometimes heard, so bilingual abilities may be beneficial.

Background information

This is a role that is closely involved in the fabric of the Parish community.

The Parish Office is led by the Parish Executive Officer/Parish Secretary. There is a small, experienced, collaborative team responsible for the Administration function of the Parish. The team works in harmony with the Groundsman and Sexton, known as the Establishment team.

The Parish handles a vast array of matters many of which are in accordance with, the laws which govern the Island, such as but not limited to:

- Parish Assemblies, budgets and Procureur du Bien Publique meetings
- Visites du Branchage and Roads Committee matters
- Municipality appointments, elections and polling days
- Honorary Police matters including fallen trees, stray dogs, Parish Hall Enquiries
- Rates matters including annual returns and Rate payments
- Licence and fee payments (driving licences, dog licences, trading permits etc)
- Community, charity events and related marketing or communications

As a key player in this small, friendly Administration team, the post holder is expected to assist colleagues with duties arising from the above and, if necessary, provide cover during holidays and annual peak periods. It is rare but occasional attendance outside of normal office hours by prearrangement may be required.

Career development

On the job training in the vast range of fascinating Parish matters will be given, as we love sharing our knowledge. Much of the Parish work is governed in law and the post-holder will be encouraged to read around topics or attend courses that may arise from time to time. The role may grow and adapt to suit the post-holder's skill set as confidence and capability develops.