

Apprentice Administrator

Newport Pagnell Town Council – Newport Pagnell

Newport Pagnell Town Council are looking to recruit an Apprentice Administrator to support the effective delivery of customer service within the Town Council offices. You will be assisting the Town Clerk and Town Council officers in the administration of the Town Council's procedures.

The successful candidate will be working within a small team and providing support for all business functions.

Main duties and responsibilities to include:

- Answering incoming calls, e-mails and letters from customers with a high level of customer care
- Log, classify and direct customer enquiries to the appropriate service area or organisation
- Co-ordinate responses where the customer requires a response from more than one service area
- Log, track and chase all feedback from service areas and other organisations
- Assist in the creation of the Town Council's letters, minutes, agendas and Councillor's mail
- Operate general office equipment such as a photocopier and shredder
- Distribute incoming mail, prepare and take outgoing mail to the post
- Maintain Town Council records by ensuring the minutes and agenda books are kept up to date
- Circulate documents as required and undertake administrative duties as necessary
- Update the Council website as required
- Maintain Council notice boards with required paperwork
- Handle incoming telephone calls and passing details onto the relevant member of staff

Annual wage: £9,568

Working week: 32 hours per week, flexibility is required as it will include some weekend work



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