

CHRISTCHURCH TOWN COUNCIL



JOB DESCRIPTION

Job Title:	Mayor's Secretary and Customer Service Representative
Grade:	LC2 (18-23) £26,873 -£28,770 (£13.97- £14.95p/h)
Reports to:	
Hours of Work:	37 hours per week
Type:	Permanent

ABOUT US

Christchurch Town Council was formed in 2019 with a single purpose, to serve its 30,000+ residents by shaping a future that reflects the aspirations and values of our diverse population. In order to achieve our ambitious plans for the local community we are growing, and that's where you come in!

We're looking for an enthusiastic and customer-focused individual to join our small, but high performing team.

WHAT YOU'LL BE DOING

The role has two main responsibilities, the first is the Mayor's Secretary and the second is providing world class customer service.

Mayor's Secretary duties

Christchurch appointed their first Mayor in 1297. Today's Mayors are extremely active, supporting community groups, public associations and raising funds for local charities. To help make all of this happen seamlessly, we need someone who will:

- Receive and respond to all Mayoral and Town Crier engagement requests.
- Manage the Mayor and Deputy Mayor's diaries, ensuring they have the information they need for each engagement.
- Plan and deliver Christchurch's annual civic and one-off events, including the Mayor's Charity Gala Dinner and Civic Service.

Customer Service duties

- To be the primary point of contact for residents, responding to all enquiries and issues with courtesy, respect and efficiency, problem solving, signposting or escalating as needed.
- Discuss and share information about Christchurch Town Council services.
- Provide office administration and clerical support.
- Collaborate with officers and carry out additional duties as assigned to ensure the smooth functioning of the office.

YOUR SKILLS AND EXPERIENCE

Who you are as a person is more important than specific experience. We'd love to hear from you if you are:

- A great listener with excellent spoken and written communication skills (proper grammar is a must).
- Organised, versatile and resilient.
- Great at using your initiative to problem solve.
- Happy to juggle multiple tasks with a great attention to detail.
- Confident with IT (MS Office).