



**Minutes of Crediton Town Council's Administration & Personnel Committee Meeting, held on Tuesday, 26<sup>th</sup> January 2016, at 6.30 pm, at the Council Chamber, Market Street, Crediton**

**Present:** Cllrs Miss J Harris, Mr A Wyer, Mr B Dixon and Mr F Letch

**In Attendance:** Mrs Clare Dalley, Town Clerk

**12. To receive and accept apologies**

It was **resolved** to receive and accept apologies from Cllrs Mrs A Hughes and Mrs L Brookes-Hocking.  
(Proposed by Cllr Harris)

**13. Declarations of Interest**

Cllr Letch declared that as a member of more than one authority that any views or opinions expressed at this meeting would be provisional and would not prejudice any views expressed at a meeting of another authority.

**14. Administration & Personnel Committee Minutes – To approve and sign the minutes of the Administration & Personnel Committee Meeting held on 29<sup>th</sup> September 2015, as a correct record.**

Copies had been circulated with the agenda. It was **resolved** to approve, and sign, the minutes of the Administration & Personnel Committee Meeting, held on 29<sup>th</sup> September 2015, as a correct record.  
(Proposed by Cllr Dixon)

**15. Matters Arising**

There were no matters arising.

**16. To consider the recruitment of a Town Council Receptionist, including the following:**

- **working hours**

It was **resolved** for the working hours to be set at a core 20 hours per week with the requirement for the successful applicant to be able to work additional hours when required.  
(Proposed by Cllr Letch) It was agreed that these hours will require monitoring and reviewing on a regular basis to ensure they are appropriate to the Council's requirements.

- **salary**

It was **resolved** for the salary to be £7.20 per hour, which is the National Living Wage  
(Proposed by Cllr Letch)

**17. To agree the recruitment process for a Town Council Receptionist, including the following documents:**

Documentation relating to this item had been issued with the agenda. The recruitment process was discussed and it was **resolved** as follows:

- To start the recruitment process immediately.
- The closing date for applications to be Friday 19<sup>th</sup> February 2016.
- The shortlisting for interviews to take place at a meeting of the Administration & Personnel Committee on Tuesday 23<sup>rd</sup> February 2016.
- Interviews to be conducted on Thursday 3<sup>rd</sup> March 2016.
- The Mayor, Town Clerk and Assistant to the Town Clerk & Mayor to carry out the interviews.
- Each interviewee will be required to complete two short tests, within a specified time frame, these will include proof reading and letter writing.

(Proposed by Cllr Letch)

- **Job description**

The job description was reviewed and amendments were made to accurately reflect the position, hours and requirements. It was **resolved** to approve the amended job description, a copy of which is attached to these minutes as Appendix One. (Proposed by Cllr Harris)

- **Candidate requirements/person specification**

It was **resolved** to approve the candidate requirements/person specification, a copy of which is attached to these minutes as Appendix Two. (Proposed by Cllr Harris)

- **Advert**

The advert was reviewed and amendments were made to accurately reflect the position, hours and requirements. It was **resolved** to approve the amended advert, a copy of which is attached to these minutes as Appendix Three. (Proposed by Cllr Harris)

It was **resolved** to advertise the position in the Crediton Courier at a cost of £100 plus VAT, Evans newsagents, Crediton Town Council notice boards, the Town Council website and on the Council's social media pages. (Proposed by Cllr Harris)

- **Application form**

It was **resolved** to approve the application form, a copy of which is attached to these minutes as Appendix Four. (Proposed by Cllr Harris)

- **Short listing for interview pro-forma**

It was **resolved** to approve the short listing for interview pro-forma, a copy of which is attached to these minutes as Appendix Five. (Proposed by Cllr Harris)

- **Interview questions**

The interview questions were reviewed and the following two questions were added:

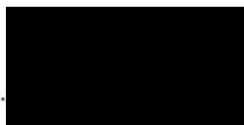
- Comparing your skills and attributes to the job description and person specification are there any areas that you think you will need further training in?
- Imagine this was your first day at work and the telephone rang, how would you answer it?

It was **resolved** to approve the amended interview questions, a copy of which is attached to these minutes as Appendix Six. (Proposed by Cllr Letch)

18. **Close**

The meeting closed at 7.34 pm

Signed.....



Date: 9/2/16  
(Chairman)

Initials.....

ALW



# Crediton Town Council

Market Street  
 Crediton  
 Devon  
 EX17 2BN  
 Telephone: 01363 773717  
 Email: [townclerk@crediton.gov.uk](mailto:townclerk@crediton.gov.uk)

## Town Council Receptionist - Job Description

<b>JOB TITLE</b>	Town Council Receptionist
<b>SALARY</b>	£7.20 per hour
<b>HOURS</b>	20 hours per week (10.00 am to 2.00 pm Monday to Friday, with the ability to work additional hours when required)
<b>RESPONSIBLE TO</b>	Town Clerk

### MAIN PURPOSE OF THE JOB

You will be the first point of contact for the general public in person or by telephone and will provide administrative support to the office. You must be able to work flexibly within the Crediton Town Council team to ensure the requirements of the Council are met.

### DUTIES & RESPONSIBILITIES

- To perform front of house reception duties; answer telephone and email enquiries; greet visitors and ensure messages are passed to the Town Clerk, the Assistant to the Town Clerk & Mayor and Councillors in a timely manner.
- To provide assistance to those visiting the Council Office building.
- To provide reliable and confidential support to the Town Clerk and the Assistant to the Town Clerk & Mayor.
- To manage, action and distribute incoming post.
- To maintain diaries (including yearly committee meeting dates) for the Town Clerk, the Assistant to the Town Clerk & Mayor and Councillors and maintain the filing system (including electronic filing).
- When requested, to provide administrative support for the Town Clerk and the Assistant to the Town Clerk & Mayor.
- To provide secretarial support for the Mayor when requested by the Town Clerk.
- Assist in the organising of civic events, including preparation of invitations, promotional materials and attending the events, as required, in accordance with the Council's protocols.
- To monitor levels of stationery and cleaning materials and compile orders as necessary.
- To keep digital photographic records of council events for use in websites and newsletters as directed by the Town Clerk.
- Maintain and update public notice boards and the scrap book of local newspaper cuttings.
- Assist the Town Clerk and the Assistant to the Town Clerk & Mayor in the preparation of meetings, ensuring all speakers have been notified and have received an agenda in advance of the meeting day, collate papers to be tabled and ensure adequate copies are available for Town Clerk and members and set up IT and audio visual equipment on the day ready for the meeting.
- Any other reasonable duties, as required by the Town Clerk, from time to time.
- The ability to work additional hours when required.

This outlines the duties required for the post of Receptionist in order to indicate the level of responsibility. It is not a comprehensive or exhaustive list; duties may be varied from time to time, which do not change the general character of the job or level of responsibility.



# Credition Town Council

Market Street

Credition

Devon

EX17 2BN

Telephone: 01363 773717

Email: [townclerk@credition.gov.uk](mailto:townclerk@credition.gov.uk)

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## Town Council Receptionist - Candidate Requirements/Person Specification

Applicants for this post should have:

- Good customer service
- Excellent communication skills
- Enthusiasm
- Friendly manner with a "can do" attitude
- Flexible approach to duties
- Good time management and organisational skills
- Computer literate (MS Word, Excel, Publisher, etc.)
- A sense of humour
- Ability to work under pressure and to deadlines as part of a small team and on own initiative



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# VACANCY

## Credition Town Council requires a Part Time Receptionist

### 20 hours per week

(Monday – Friday 10.00 am – 2.00 pm  
with the ability to work additional hours when required)

A part time receptionist is required to join our small friendly team based in Market Street, Credition.

As the 'front face' of the Council the ideal applicant must be well presented, polite with an excellent telephone manner and have good communication skills.

The successful candidate should be reliable, flexible and have the ability to work as part of a team and on own initiative.

The salary will be £7.20 per hour.

For a full job description, person specification and application form please visit [www.credition.gov.uk](http://www.credition.gov.uk)

Closing date for applications is Friday 19<sup>th</sup> February 2016  
Interviews will be held on Thursday 3<sup>rd</sup> March 2016

## CREDITON TOWN COUNCIL APPLICATION FOR EMPLOYMENT



The information provided on this form will be treated as confidential and used for recruitment/selection purposes. Where the application is successful the Council may, from time to time, wish to process this information (as updated) for personnel administration purposes. Where this happens, processing, whether by computer or otherwise, will take place in accordance with the Data Protection Act. By signing this form, you will be providing the Council with your consent to these uses.

► **Post Applied For:**

► **Personal Details:**

Title (Mr/Mrs/Miss/Ms/Other)

First Names

Last Name/Family Name

Address

Postcode

Telephone Number

National Insurance Number

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Are you related to any elected member or employee of the Council? If so, please give details.

► **Education:**

Please list all educational qualifications obtained\*

Date From	Date To	School/College University etc	Qualification	Subject	Grade (if applicable)

\* The Council may require sight of the original certificates for all qualifications received

*Atw*

<b>► Work Related Skills and Qualifications:</b>	
Please give details of all relevant training courses attended and qualifications obtained (if applicable)*	
<b>► Other Skills:</b>	
Please provide details of any other skills, awards, interests or accomplishments you have that you consider relevant to your application and the post for which you are applying	
<b>► Health:</b>	
Is there anything we need to know about your general state of health in order to offer you a fair selection interview or which you think might affect your ability to carry out the duties of the post?	
<b>► Present (Last) Employment:</b>	
Employer (and location)	
Nature of Business	Full or Part Time
Job Title	Permanent or Temporary
Summarise the nature of your work and job responsibilities/achievements (if relevant)	
Date Joined	Date Left or Notice Period
Reason for Leaving	Salary/Wage on Leaving
<b>► Previous Employment:</b>	
Employer (and location)	
Nature of Business	Full or Part Time
Job Title	Permanent or Temporary
Summarise the nature of your work and job responsibilities/achievements (if relevant)	
Date Joined	Date Left
Reason for Leaving	Salary/Wage on Leaving

\* The Council may require sight of the original certificates for all qualifications received

Previous Employment (continued)	
Employer (and location)	
Nature of Business	Full or Part Time
Job Title	Permanent or Temporary
Summarise the nature of your work and job responsibilities/achievements (if relevant)	
Date Joined	Date Left
Reason for Leaving	Salary/Wage on Leaving
Employer (and location)	
Nature of Business	Full or Part Time
Job Title	Permanent or Temporary
Summarise the nature of your work and job responsibilities/achievements (if relevant)	
Date Joined	Date Left
Reason for Leaving	Salary/Wage on Leaving
Employer (and location)	
Nature of Business	Full or Part Time
Job Title	Permanent or Temporary
Summarise the nature of your work and job responsibilities/achievements (if relevant)	
Date Joined	Date Left
Salary/Wage on Leaving	
<p>► <b>Other Relevant Information:</b>  Please provide any supplementary information appropriate to your application, which is not covered elsewhere. Please add any details of any relevant knowledge, experience or personal qualities in support of your application. Additional sheets may be attached.</p>	



<b>► Eligibility for Employment:</b>			
Are you currently eligible for employment in the UK? (Please answer Yes or No)			
What relevant documentation will you be able to provide in order to demonstrate this? (British Passport, Birth Certificate, P45 etc - showing authorisation to work and reside in the UK)			
<b>► References:</b>			
Please give details below (name, address, position) of two persons who are willing to give you a reference (one of which should be your present or last employer).*			
Have you any objection to the references being obtained prior to interview? (Please answer Yes or No).			
<b>► Declaration:</b>			
I declare that to the best of my knowledge and belief, all particulars and information provided in this document is correct and complete and gives a fair representation of my qualifications and employment history. I understand that any false declaration or misleading information or any significant omission may disqualify me from employment and /or render me liable to dismissal. I understand that any job offer is subject to satisfactory references and a probationary period and (if the Council believes it appropriate) a satisfactory medical report. This declaration does not affect my rights under the Rehabilitation of Offenders Act 1974.			
Signed		Date	
<i>The Council reserves the right, at any time, to check on any experience, achievements, qualifications and skills claimed by you on this application form, or at interview. By signing this form you will be giving your agreement for the Council to undertake such checks and confirming that you will co-operate with any such investigations.</i>			
<b>► Equal Opportunities – Voluntary Information</b>			
The Council is committed to providing equality of opportunity in employment and seeks to recruit employees on the basis of their suitability and solely on merit. In order to monitor the effectiveness of this commitment, it would be helpful if you could complete this section. Any information you provide will be used for this purpose only and will be treated as confidential.			
I would describe my ethnic origin as (please tick):			
African		Afro-Caribbean	
Asian (China/SE Asia)			
Asian (Indian Sub-continent)		European	
		Other (please specify)	

**Please return to: Mrs Clare Dalley, Town Clerk, Crediton Town Council, Council Offices,  
Market Street, Crediton, Devon, EX17 2BN by Friday 19<sup>th</sup> February 2016.**

NOTE: References will be obtained and their authenticity checked if you are to be offered the post

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## Short-listing for interview pro-forma

### Vacancy - Receptionist, Crediton Town Council

Applicants Name:

Councillor Evaluating the Application:

0=Fails to meet criteria, 1=partly meets criteria, 2=meets criteria, 3=exceeds criteria

Criteria	Score
Good IT Skills with experience of Microsoft Office	
Excellent communication skills	
Experience of working as part of a team	
Previous administrative experience	
Ability to multi-task	
Knowledge of local government	
Experience in a customer service environment	
Demonstrates personal initiative	
Demonstrates ability to keep to deadlines	
<b>Total Score</b>	
Any comments	



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## Town Council Receptionist Interview Questions

1. What do you know about Crediton Town Council and why do you want to work here?
2. What key skills and attributes do you think you can bring to the role?
3. Comparing your skills and attributes to the job description and person specification are there any areas that you think you will need further training in?
4. Tell me about your customer service experience.
5. How do you keep your daily schedule organised?
6. How do you make sure your work is accurate?
7. Tell me about a time that you had to multitask.
8. Give me an example of a stressful situation that you have encountered in the past. How did you handle the situation? Is there anything you would have done differently?
9. Give me an example of when you had to be particularly supportive to others in a team?
  - What factor did you consider when trying to decide how best to support them?
  - How in touch do you think you were with their feelings and concerns?
  - How did you identify what type of support was needed?
10. Imagine this was your first day at work and the telephone rang, how would you answer it?
11. Tell me about a time you had to deal with an angry person, either on the phone or in person. How did you handle the situation?
12. What do you expect from your Line Manager?
13. If you were asked to carry out a task that you disagreed with, what would you do?
14. How would your best friend describe you?
15. What is your favourite comedy programme or film and why?
16. Any questions?