

JOB DESCRIPTION & PERSON SPECIFICATION

Issue Date: January 2023

DETAILS OF POST

Job Title:	Civic Events Officer
Department:	Venues
Current Salary FTE:	£25,409 - £26,845 per annum
Scale Point / NJC Scale:	14 -17
Hours of work:	37 hours per week on a rota basis
Status:	Permanent Contract
Responsible to:	Civic Manager
Based:	Trowbridge Town Council, The Civic Centre, St. Stephen's Place Trowbridge, BA14 8AH

Contacts:

The post holder should expect to have contact with:

- Town Council Councillors and employees
- Members of the public
- Education officers and school staff
- Community organisations and their representatives
- Suppliers
- Other Council service users

JOB PURPOSE

The main purpose of the role is to:

To be a part of a team at The Civic assisting management in the day to day running of their events and hospitality programme.

Duties will include but are not limited to aspects of bar management, service delivery for events and conferencing, high levels of customer service, supervision of casual staff, building security, safety and presentation.

MAIN DUTIES & RESPONSIBILITIES

The Venue

- Act professionally at all times in the day-to-day support of activities taking place at the Council's venues.
- Assist in the day to day running of the Civic including, but not limited to, management of casual staff, supervising events, managing the bar, catering suppliers, stock control, building security, safety and presentation.
- Professionally support the management team in the running of the Civic and in the preparation of events; ensuring they are set up in accordance with recognised operations and agreed customer requirements provided via the booking form and information from Bookings.
- Maintain a high standard of the building/s presentation and cleanliness, bringing to the attention of the Civic Manager any items requiring maintenance; carry out cleaning and moving furniture when required.
- Be available for front of house duties as required to ensure the smooth running of the building and events. To deal with customer enquiries, operating procedures and guidance and be on a rota system for evening / weekend service delivery.
- To be responsible for supervising staff and activities involved when a bar is in operation and be responsible for accurate documentation of income.
- Abide by and follow requirements under the terms of our Premises License and as directed by the Designated Premises Supervisor and as written in the Licensing Act 2003.

Working in a Team

- To be committed to assisting the team and to show willingness to act on matters with short notice, this could be covering a shift due to sickness or last-minute bookings.

Other Duties

- Work with contractors ensuring that the Council's quality levels and specifications are adhered to.
- Supervise contractors works on the Council's sites, including overseeing quality and specification of works issues.
- Act as a key holder for the venue.
- Attend additional approved training courses in support and development of this work as and when identified.
- Undertake any duties which it would be reasonable for the Town Council to ask of you as part of this role.

PERSON SPECIFICATION

	Essential	Desirable
Qualifications & Training	<ul style="list-style-type: none"> • Minimum 5 GCSEs including Maths and English • A level's or Level 3 qualification in related field • Minimum 2 years hospitality or event experience 	<ul style="list-style-type: none"> • Degree or additional event / hospitality qualifications • Health and Safety • Bar training • First Aid • Personal License Holder
Experience	<ul style="list-style-type: none"> • Bar experience • Previous experience delivering public events • Experience of working in a customer orientated environment and public facing position • Experience of supervising a team of staff • Proven ability to adhere to strict deadlines • Experience of problem solving • Experience of planning and organising 	<ul style="list-style-type: none"> • Cellar Management • Knowledge of AV • Event planning and organisation • Health and safety operating procedures • Stock control and ordering processes
Knowledge & Understanding	<ul style="list-style-type: none"> • Need for high level customer service • Event planning and organisation • Health and safety awareness • Food hygiene awareness 	<ul style="list-style-type: none"> • Venue operations awareness • Risk assessments • Local Government • Technical knowledge with audio visual equipment
Skills & Aptitude	<ul style="list-style-type: none"> • Able to communicate effectively in writing and verbally with a wide range of people • Able to organise workload effectively and on own initiative • Able to work some evenings and weekends • Strong interpersonal and team skills • ICT skills, report writing and spreadsheets • Good understanding of Microsoft Office 	<ul style="list-style-type: none"> • Outgoing • Access to own transport • Well organised • Self-starter and show initiative • Flexible approach to working • Good team worker • Willingness to learn • Knowledge of licensing laws

BENEFITS OF WORKING FOR TROWBRIDGE TOWN COUNCIL

Career Development:

- A wide range of training and development opportunities

Financial Wellbeing:

- **LGPS Pension Scheme** is a defined pension that keeps pace with any cost-of-living increase. Your monthly pension contributions are boosted by tax relief and additional employer contributions. Based on your income, Trowbridge Town Council currently contributes 18.7% into the defined benefit scheme.
- Access to **AVC** (Additional Voluntary Contributions) savings schemes with **Prudential**. Any payments you make are deducted from your salary with full tax relief.

Health & Wellbeing:

- Generous **Holiday Allowance** (23* days plus bank holidays and two additional local days**), with option to buy extra days.
- Access to **Employee Assistance Programme** counselling service for you and your family
- **Health & Wellbeing Cashplan** – financial assistance for dental or medical issues.

Staff Discounts:

- Retailer discounts with **My Staff Shop** offering access to thousands of deals, savings and benefits to a range of online and retail discounts for a range of everyday expenses from groceries to holidays and fitness.

Flexible Working:

- Opportunity to apply for flexible working on completion of probationary period

* **Subject to completion of probationary period**

** **Currently 22 days per year. Increases to 23 day per year from 1st April 2023**

GENERAL INFORMATION FOR ALL POSTS

The post holder will, on occasions, be expected to:

- Abide by the Town Council's Policies and Procedures
- Participate in the Town Council's annual performance reviews
- Undertake any other reasonable duties that the Town Council may ask of you.

The aim of this job description is to show the general purpose and level of responsibility of the post; it sets out the main duties of the post as at the date of issue. Due to the changing nature of the business, such duties may vary and develop from time to time without changing the general nature of the post or level of responsibility. Such variations are a common occurrence and would not, of themselves, justify the revaluation of a post.

Confidentiality

The post holder is required to work in a confidential and professional manner and to uphold the good reputation of the Town Council

Data

To see how we handle and store your data please view our privacy notice
<https://www.trowbridge.gov.uk/your-council/privacy/>

Training

All employees may be expected to undertake additional training and development courses identified as a requirement for furtherance of the position or to support the post holder in their role

Equal Opportunities

All employees have a responsibility to understand and abide by the obligations laid down by Trowbridge Town Council's Equal Opportunities Policy

Health and Safety

- Act responsibly in managing your own health and safety and that of anybody else who may be affected by your acts or omissions
- Act responsibly showing regard for the environment at all times and adhere to the Council's Policy
- Work responsibly to ensure that, on a day-to-day basis, work is conducted within the framework of all local and legislative health, safety, environmental and welfare guidelines and policy

Safeguarding

Trowbridge Town Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We expect all staff and volunteers to share this commitment. Some roles will be subject to a full disclosure and barring service check before confirmation of appointment.

