

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Place

Job Ref Number: 04293

Service Area: Culture

Grade: G4

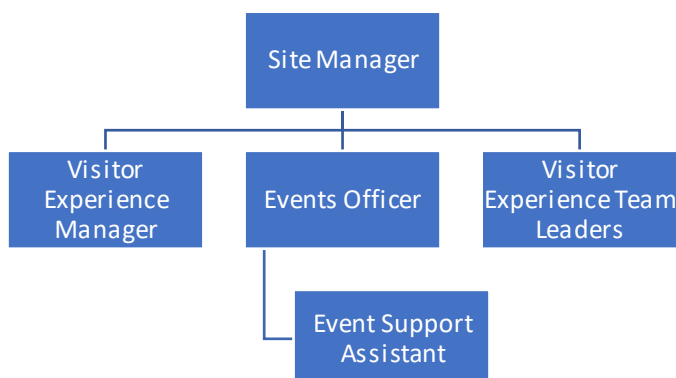
Job Title: Event Support Assistant

PURPOSE OF JOB:

To support the Events Officer with the delivery of a public events and private hire programme at Lincoln Castle.

- To assist the Event Officer with the administrative tasks associated with the event programme.
- To assist the Event Officer with the on-site delivery of the event programme.
- To be aware of and contribute to the health and safety of the event programme at Lincoln Castle.

TEAM STRUCTURE:



MAIN DUTIES:

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| 1. | To assist the Event Officer with the coordination and organising associated with the event programme. |
| 2. | Monitor the heritage hire mailbox and respond accordingly to potential hirers. |
| 3. | Support with organisation duties as required by the Event Officer. |
| 4. | Act as key holder. |
| 5. | Working week to include evenings and weekends as part of standard working pattern and as required. |
| 6. | Participate in staff training program and the appraisal program in line with the requirements of the role. |

7.	May occasionally deputise for Visitor Experience Team Leader or Visitor Experience Manager as duty officer.
8.	To support the Event Officer in the development of a programme that is sustainable and meets the needs of our audience.
9.	Answer customer enquiries in person and by phone/email, knowing what to refer on.
10.	Demonstrate that you work according to our Core Values: ▪ collaborative ▪ adaptable ▪ responsible ▪ eco-conscious ▪ supportive
11.	Work collaboratively with wider matrix team as appropriate to deliver the agreed priorities.
12.	Compiling and completing statistical returns and filing duties.
13.	Contribute to local performance indicators.
14.	Contribute to deliver identified visitor experience quality standards.
15.	Ensure Council resources are optimised and utilised effectively and efficiently.
16.	As an employee, create a positive image of the County Council.
17.	Deliver excellent customer service, incorporating the Council's equality and diversity objectives and supporting the council to achieve best practice in all it delivers.
18.	Remain up to date and compliant with all relevant legislation, including Freedom of Information and Data Protection Acts, organisational procedures, policies and professional codes of conduct in order to uphold standards of best practice.

PERSON SPECIFICATION:

Requirements	Where identified*	Essential	Desirable
Good Written and verbal communication skills to GCSE or NVQ level 2 or equivalent.	A	√	
Experience of working in a customer or visitor services role, with ability to demonstrate a keen and genuine interest in working on public events.	A/I	√	
Ability to demonstrate an exceptional standard of customer service through well-established and effective communication skills.	A/I	√	

An effective team player who can demonstrate initiative and support others in a busy environment.	A/I	√	
Experience in answering enquiries on the phone and via email.	A/I		√
Knowledge of Health and Safety policies and procedures.	A/I	√	
Shows a commitment to ongoing personal development and training.	A		√
Skilled at using Microsoft packages (for example, Word, Excel and PowerPoint).	A	√	
Ability to prioritise tasks and manage own workloads.	A/I	√	
Is flexible and can adapt to changing situations, workloads or tasks.	A		√
Has a high level of commitment and enthusiasm and a flexible approach to working hours.	A/I	√	

*A = Application form T = Test/Assessment I = Interview P = Presentation

GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the Lincolnshire County Council Core Values and Behaviours and to carry out the duties in accordance with Lincolnshire County Council policies.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Safeguarding -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.