

CHESHIRE EAST COUNCIL

JOB DESCRIPTION

<u>JOB TITLE:</u>	Events Assistant
<u>EVALUATION REFERENCE:</u>	FAFI4100
<u>GRADE:</u>	2
<u>REPORTS TO:</u>	Events Co-ordinator

JOB PURPOSE

To provide support for indoor and outdoor events and functions held at Tatton Park.

PRINCIPAL RESPONSIBILITIES

- 1 Undertake the setting up and removal of facilities and equipment required to support particular events/functions to ensure the smooth running of each event/function held at Tatton Park.
- 2 Undertake pre and post event/function cleaning of venues and facilities to ensure that standards of maintenance and cleanliness are met.
- 3 Monitor events/functions, including caterers' activities within kitchen areas, to ensure that quality standards during and after functions are met.
- 4 Respond to client and customer requests in a manner consistent with the Park's and the Council's Customer Care Quality Standards.
- 5 Welcome visitors and promote services in order to maximise income generation for Tatton Park.
- 6 Operate, as required, car parking and gate security arrangements for events/functions to ensure that operational procedures with regard to such arrangements are adhered to professionally.
- 7 Operate, as required, licensed bar and cloakroom facilities, to ensure that customer requirements with regard to the provision of such services are met.

Notwithstanding the detail in this job description, in accordance with the Council's Flexibility Policy the job holder will undertake such work as may be determined by the Director/Corporate Manager from time to time, up to or at a level consistent with the Principal Responsibilities of the job and in any location within the Borough of Cheshire East.

PERSON SPECIFICATION

<u>CRITERIA</u>	<u>DESIRABLE</u>	<u>ESSENTIAL</u>	<u>METHOD OF ASSESSMENT</u>
Qualifications	GCSEs, grade A-C, or equivalent, including English and Maths	Ability to read and write and carry out basic calculations, in order to read instructions and write messages etc.	Application form Certificates Interview
Experience	Extended cleaning and/or events assistant experience	Cleaning experience	Application form References Interview
Job related Knowledge	<p>Understanding of the Council's structure, services, policies, processes and procedures</p> <p>Understanding of legislation relevant to role, e.g. entertainment, theatre and alcohol licensing regulations</p> <p>Understanding of the responsibilities associated with working in a listed building</p> <p>Understanding of the conservation role of the National Trust in relation to Tatton Park</p>	<p>Manual handling</p> <p>Health and Safety requirements and responsibilities</p>	Application form References Interview
Skills and Aptitudes	Proven customer service skills	<p>Able to effectively and safely use a wide range of specialist industrial cleaning equipment</p> <p>Willingness and ability to support the assembly and dismantling of stages, dance-floors and/or scaffolding as appropriate, requiring the safe use of associated tools</p> <p>Problem solving skills – able to respond effectively last minute changes in booking arrangements, and/or contractors arriving early/late for events etc.</p> <p>Good attention to detail – able to monitor the quality aspects of events and functions, including contractor operations, and report back to supervisor accordingly etc. to ensure the effective delivery of events and</p>	Application form References Interview

		<p>the protection of Tatton Park's historic mansion, fixtures and fittings</p> <p>Verbal and written communication skills – able to exchange information with other staff members and staff</p> <p>Patient approach to customer service – able to respond courteously to enquiries and requests for modifications to site facilities etc.</p> <p>Advisory and guiding skills – e.g. to provide direction to ensure that clients and/or contractors remain within designated areas etc.</p> <p>Proven ability to work effectively as a member of a team to achieve outcomes</p> <p>Able to work within clearly defined processes, procedures and guidelines – to ensure the effective delivery of services and the protection of Tatton Park's historic mansion, fixtures and fittings</p> <p>Willingness and ability to spend long periods “on feet”/equivalent during shift (e.g. when undertaking door duties and/or assembling scaffolding etc.)</p> <p>Willingness and ability to undertake duties in confined spaces – e.g. crawling through roof spaces to fit blackout boards for events etc.</p> <p>Willingness and ability to climb scaffolding/ladders and work at height on a regular basis</p> <p>Willingness and ability to lift, carry, push and pull equipment and materials (typically weighing several kgs)</p> <p>Willingness and ability to undertake cleaning duties throughout Tatton Park, including cleaning toilets and kitchen equipment etc.</p>	
Other requirements		The ability to converse at ease with customers and provide advice in accurate spoken English is essential	Application form References Interview/

		<p>for the post</p> <p>Flexible approach to work</p> <p>Willingness and ability to travel throughout the borough if necessary</p> <p>Commitment to delivering consistently high standards of customer service</p>	<p>Assessment</p>
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