

SOUTH SWINDON PARISH COUNCIL

EVENTS ASSISTANT (CASUAL)

JOB DESCRIPTION



Job Purpose

The Parish Council is responsible for the maintenance of key front-line services including Grounds Maintenance and Street Cleaning as well as managing 14 allotment sites, 21 play areas and 3 public parks- Town Gardens, Queen's Park and GWR Park. In the future there will be other spaces the Parish Council will be managing- including at the exciting new Oakfield Development.

In our Parks the Parish Council allows for spaces or in some cases the whole park to be hired out as private bookings and has plans to make improvements to Swindon's iconic events space- the Town Gardens Bowl. As well as hiring out our parks for private bookings, the Parish Council runs a varied program of events in the parks which includes a Christmas light trail, outdoor theatre, music concerts, photography exhibitions, library events and other community events. In some cases, these events are solely delivered by the Parish Council and other cases they're organised with partner organisations.

This role has been created to assist with the operation of events organised by the Parish Council in their parks, including working as part of a team to ensure the delivery of successful events that provide a positive customer experience.

This role requires an experienced, competent, and dynamic individual, with great attention to detail, who is passionate about delivering outstanding customer service.

Reporting to: Events and Venues Manager

Responsible for: Events

Vehicle: The Parish Council's mileage rate is 45p per mile.

Salary: £13.45 (an additional 12.07% will be paid on top of the hourly rate to account for holiday pay)

Duties:

- To deliver excellent customer service front of house and on the bar at the Parish's events.
- To ensure that all guests have a positive experience of the Parish events and are encouraged to return to similar events in the future.
- To ensure that systems and procedures for security are always followed.
- To implement the correct emergency and evacuation procedures for the venue.
- To create and sustain positive working relationships with staff, ensuring effective communication and support.

- To ensure that the guest experience is positive, and that negative feedback is minimised.
- To ensure that all licensing conditions and health and safety regulations are adhered to while on duty, as directed by the Events Supervisor.
- To undertake training and development as appropriate and to attend meetings as appropriate.
- Any other duties and responsibilities that may be delegated by the Events Manager.

Notes:

- This job description outlines the main duties and responsibilities of the position. It should not be regarded as exclusive or exhaustive.
- This role will include some weekend and evening work.

PERSON SPECIFICATION

	Essential	Desirable
Knowledge and Experience	Knowledge of good customer service.	Has events experience with a local authority or a similar public-facing organisation.
		Previous experience in a hospitality, entertainment or events environment.
		Knowledge of basic health and safety.
		Own car and a clean licence.
Personal Qualities	Willingness to learn new skills.	
	Well organized and motivated.	
	A presentable, professional and approachable manner.	
	Willingness to work as part of a team.	
Other Requirements	Acceptance of flexible working and unsocial hours.	
	Holds a full clean driving licence and owns a car.	

To apply, please send a CV and Covering Letter to Abigail Scutts (Events Manager), events@southswindon-pc.gov.uk