

SOUTH SWINDON PARISH COUNCIL

EVENTS SUPERVISOR (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 supervise the operation of events organised by the Parish Council in their parks, including liaising with visiting companies and leading a team of events staff and volunteer ushers to coordinate 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: You need your own car and a clean licence. The Parish Council's mileage rate is 45p per mile.

Salary: £15.75 per hour (an additional 12.07% will be paid on top of the hourly rate to account for holiday pay)

Duties:

- 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 act as a supervisor for the Parish's events on a rota basis, working evenings, weekends, and bank holidays.
- To ensure that systems and procedures for security are always followed and that correct opening up and locking up procedures are followed.
- To implement the correct emergency and evacuation procedures for the venue, including relevant training, drills, and briefings, taking responsibility, when on duty, for all staff, volunteers, public and contractors' safety.

- To liaise with the Visiting Company and Tour Managers as required.
- To create and sustain positive working relationships with staff, ensuring effective communication and support.
- To ensure that all licensing conditions and health and safety regulations are adhered to while on duty and to complete all related paperwork, including, but not limited to, briefings, show reports and timesheets.
- To actively lead all key services, ensuring that the guest experience is positive and that negative feedback is minimised.
- To maintain a constant supervisory presence throughout key service times and proactively drive each service through excellent leadership.
- 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.

Supervisory Responsibility: You will be responsible for supervising Parish Council staff and outside contractors working on events on the Parish Council's facilities.

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	Previous experience in a hospitality, entertainment or events environment.	Previous experience managing a team.
	Has events experience with a local authority or a similar public-facing organisation.	Experience of using a ticketing platform.
	Knowledge of basic health and safety.	Is a Personal Licence holder, has taken Personal Licence training at Level 2 or above, or is willing to undertake Personal Licence training.
Personal Qualities	An ability to communicate effectively with others, including a variety of stakeholders.	
	Well organized and motivated.	

	A presentable, professional and approachable manner which sets an example.	
	A strong customer service focus and a genuine desire to deliver an excellent experience for every guest.	
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