**Job Title** Casual Events Steward, Culture & Wellbeing

**Grade Scale 2**

**Job Description**

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| **Job Purpose**  |
| To provide operational support to the Culture and Event Team for safe and well managed events programme borough wide. To provide event support including event set up, delivery and derig.  |
| **Major Tasks**  |
| * To comply with customer service standards.
* Attend relevant training courses, team briefs, staff development and general meetings as directed by the team leader.
* Ensuring a tidy and safe site for all public.
* Assist in emergency situations and fire evacuation procedures.
* Be an ambassador for the organisation supporting volunteers.
* The ability to work as part of a team
* Provide an efficient and helpful customer experience for all event visitors, supplier and vendors.
* Assist in emergency evacuation procedures.
* Assist with setting up and breakdown of events requiring manual handling of furniture and equipment.
* Meeting and greeting members of the public.
* Giving directions/sign-posting members of the public.
* Answering questions about the event content timings etc .
* Assisting with the set up and or close down of events will be required.
* Assisting less able members of the public to access events.
* Reporting any health and safety issues to event control or event manager · Limited cash handling maybe required
* Supporting with market evaluation of events e.g. surveys may be requested
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| **Contacts & Relationships**  |
| Regular contact with the events team  |
| **Creativity**  |
| Post holder required to work in line with all policies and procedures Post holder may have ideas and information to share for continuous improvement of service  |
| **Decisions**  |
| * The post holder will be expected to undertake work of mainly a routine nature and decision making is limited.
* Post holder will refer issues and problems to their team leader but may deal with more basic issues once briefed and trained and working under their own initiative.
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| **Management & Supervision**  |
| The post holder does not have any supervisory responsibility  |
| **Supervision Received**  |
| The post holder reports to the events team lead and or senior event steward  |
| **Complexity**  |
| The post holder will be expected to work mainly evenings and weekends, as events and activities demand.  |
| **Resources**  |
| The post holder will have occasional responsibility for equipment, infrastructure and materials management during events  Responsible for the collection and safekeeping of monetary contributions for some activities. Will have responsibility for the carrying out of health and safety duties and related activity during events.   |
| **Impact**  |
| The post holder will support in the delivery of outdoor events for the public on behalf of Telford &Wrekin Council.   |
| **Physical Demands**  |
| The post holder will be required to support at least 4 event weekends a year and may be involved in up to 4 or 5 other external events depending on commissions undertaken. This means that the post holder can spend up to 3 or 4 consecutive days per event outdoors and on their feet for most of that time. However, the majority of events will demand around 2 days of physical activity in all weathers and for up to 12 hours per day. The post holder may need to carry or lift items and carry out physical tasks such as building gazebos and cleaning up at festivals.   |
| **Working Environment**  |
| * The Role does require outdoor work.
* The role does present some risk when the environments are outdoors in all weathers, there are hazardous items involved such as power supplies and heavy equipment and resources.
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| **Emotional Context**  |
| The role does call for the post holder to contact customers and suppliers and on occasion deal with complaints and grievances. This is infrequent, however.   |
| **Other**  |
| The postholder will be expected carry out any other duties as are within the scope, spirit and purpose of the job, commensurate with the grade.  The postholder will be expected to actively follow Telford & Wrekin Council policies, including those such as Equal Opportunities, Human Resources, Information Security and Code of Conduct etc.  The postholder will be expected to maintain an awareness and observation of Fire and Health & Safety Regulations.   |

**Person Specification**

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| **Criteria**  | **Standard**  |
| **Qualifications**  |  • A good basic level including English and Maths GCSE  |
| **Experience**  | * Relevant Experience of Customer Service
* Relevant event experience
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| **Knowledge**  | • Knowledge of Health & safety. • IT skills including Microsoft office  |
| **Skills**  | * Good interpersonal skills and customer communication skills.
* Ability to handle cash accurately

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| **Personal style & behaviours**  | * Ability to work under pressure.
* Ability to adapt quickly to different situations
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| **Fluency Duty**   | • This post has been identified as a customer facing role and therefore the Council is required to fulfil their statutory duty under Part 7 of the Immigration Act 2016. As a public body the Council is obliged to ensure member of staff in such roles are able to have a command of spoken and written English which is sufficient to enable the effective performance of their role. The postholder ·   |
| **Political** **Restrictions\*\***  |  • This post is not subject to political restrictions  |

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We will ensure, so far as is reasonably practicable, that no disabled applicant is placed at a substantial disadvantage. This person specification includes what we believe are fully justifiable essential selection criteria. Provided that the selection criteria unconnected with the disability are met, we will make ALL reasonable adjustments in order that someone with a disability can undertake the duties involved.

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| **Type of criminal records checks required for this post**  | **Ticked as required**  |
| None  |   |
| Basic Disclosure  | x  |
| Standard Disclosure  |   |
| Enhanced Disclosure  |   |
| Working with Adults - Regulated Activity  |   |
| Working with Children - Regulated Activity  |   |

Information on types of criminal records checks is available at:

<https://www.gov.uk/disclosure-barring-service-check>

*\*\* Political Restrictions*

 *Certain posts in the council are designated as ‘politically restricted’, which means that the post holder must not have any active political role either in or outside of work. Employees who have politically restricted posts are responsible for ensuring they do not engage in restricted activities. Where a post has been identified as politically restricted, the following statement must be included within the Person Specification:*  This post has been identified as being politically restricted.

*Where the post has been identified as* ***not*** *being politically restricted, the following statement must be included:*

This post is not subject to political restrictions.