



**Job Profile and Working for Stockport Council**

Our Council

Our employees are our **greatest asset**. We’re proud of the way we provide vital frontline services every day and work together, as **one team.**

Our 4 **core values** as shown above, run through everything that we do, and we aim to stay **true** to them regardless of the challenges that we may face.

To **support** our values, we have policies, guidance and procedures around health, safety and welfare, customer care, emergency planning and security that all our **colleagues** are adhering and working to.

We also **pride** ourselves on our commitment to wellbeing and inclusivity of our colleagues and residents.

You can find out more about working for Stockport Council and some of the benefits that we offer our employees at <https://greater.jobs/locations/stockport/>

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| **Role:**  |  | Event Manager |
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| **Service Area:** |  | Events  |
|  |  |  |
| **Directorate:** |  | Corporate and Support Services |
|  |  |  |
| **Salary Grade:** |  |  6 |

**About the Job**

**Main Purpose of the Job**

As a CSS Support officer, you will support the delivery of services offered by Corporate and Support Services Directorate.

**Summary of Responsibilities**

To contribute to the key aims and objectives of the organisation, both within the post holder’s specific remit, across the section and Council as a whole.

1. **Problem Solving/Creativity/maintaining standards**
* Responds to issues requiring a broad understanding of work-area policies and procedures.
* Resolves complex problems in a thorough and timely manner; use discretion and know who to go to in order to resolve issues and complete tasks.
* Take an appropriate level of accountability in the delivery of services offered by Corporate and Support Services Directorate
* Regular analysis and interpretation of a variety of situations to determine the most appropriate course of an action, applying an appropriate approach based on experience and procedure.
* Through information gathering and analysis, identifies problems and develops solutions to complex problems.
* Taking into account research and best practice proactively updates manuals/procedures, training others as appropriate.
* Prioritises work, taking into account own work area and needs of larger work area.
* Work as part of team understanding and focussing on how the role supports the teams and departments priorities
1. **Responsibility and accountability**
* Responsible for the effective delivery of a response to enquiries
* Responsible for coordinating, negotiating and ensuring best practice and value for money
* Manages, supervises and supports direct reports and ensures that all Council’s policies and procedures are adhered to.
* Accountable for interpretation of council communications, application to service provision and cascading to services for action.
* Be the technical expert or specialist in specific areas providing guidance and advice
1. **Communication**
* Interpret and communicate established processes and procedures to a range of audiences
* Conveys complex information/advice to others and takes steps to ensure understanding embedding any new way of working.
* Shares information, verbally and in writing, in a clear and concise manner.
* Tailors communication to different audiences.
1. **Decision Making**
* Decision making guided by general instructions and practices requiring interpretation.
* Automatically makes decisions on routine issues.
* Takes accountability on decisions made and articulate when necessary how decisions have been reached
* Follows departmental procedures and recommends changes to work-area processes.
* Exercise confidentiality of personal and sensitive information based on the Councils Information Governance policy and procedures
* Provides guidance in non-routine tasks. Ensures that others comply with established standards.
1. **Knowledge & Skill**
* Detailed knowledge and understanding of own work area and how it impacts wider operations within the Council.
* Support and develop less experienced staff, providing an example with regard to quality of work
* Keep up to date with issues relating to the work of the team and department
* Proactively research information from a range of different sources, internally and externally to help inform own knowledge to benefit the work of the directorate
* Knowledge of the range of systems in use across the Council and being able to make a judgement as to the most suitable tool to use for the task.
* Personal Health and Safety in the workplace
1. **Financial Management**
* Ensures financial processes are administered within Council policy
1. **Risk management**
* Understands the risks assocaited with the nature of the service you are supporting and identifies areas of concern, taking remedial action, escalating these appropriately and making appropriate records.
1. **Innovation and Flexibility**
* Ability to transfer skills to a range of service areas with specific support and knowledge available.
* Ability to pick up variance in approaches within specific support and knowledge provided.
* Ability to consider better ways of delivering support, communicating this as a proposed change
* Ability to adapt to new work situations at short notice and assess the situation quickly to provide a high level of effective support immediately.

**Additional responsibilities:**

To work positively and inclusively with colleagues and customers so that the Council provides a workplace and delivers services that do not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities.

To fulfill personal requirements, where appropriate, with regard to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities.

To work flexibly in the interests of the service. This may include undertaking other duties provided that these are appropriate to the employee’s background, skills and abilities. Where this occurs, there will be consultation with the employee and any necessary personal development will be taken into account.

**About You**

Please use your application to tell us how well you meet the criteria listed below as these are the key skills, experience, technical expertise and qualifications needed to be successful in the role. We will then use all the information you provide in your application to help us decide whether you are shortlisted for interview. Any interview questions or additional assessments such as tests or presentations may also be broadly based on these criteria:

Demonstrable experience of working with a wide variety of Events within the Hospitality Industry; including but not limited to Weddings, Conferences, Funerals, Awards Ceremonies, Concerts.

Experience of the Operational Management of Events within the Hospitality Industry, including supervising and managing a team

Experience of the sale and organisation of Events within the Hospitality Industry

Close attention to detail with the ability to work on multiple projects at any one time, prioritise workload and work to tight deadlines, under pressure with a calm and positive approach to problem solving

Experience of providing value for money and high quality services in a customer focused environment.

Knowledge of Food safety, Fire Safety and basic health & safety legislation

Analytical skills with the ability to interpret information and identify inaccuracies.

Strong IT Skills including; a Good knowledge of Microsoft Office, experience of working with a Property Management System and Social Media Platforms

APHL Personal License holder

Where appropriate, clean driving license

Food Safety Level 3

To work to the Council’s values and behaviours by:

* Keeping the people of **Stockport** at the heart of what we do
* Succeeding as a **team**, collaborating with colleagues and partners
* Driving things forward with **ambition**, creativity and confidence.

Showing value and **respect** to our colleagues, partners and customers.