



## Corporate and Support Services Job Description

**Post Title: CSS Officer Scale 6  
(Event Co-ordinator & Registrar)**  
**Service Area: Deployed as appropriate**  
**Directorate: Corporate and Support Services (CSS)**

Vacancy Number:  
**Salary Grade: Scale 6**

**Responsible to: Supervisor and/or Line Manager**  
**Responsible for: CSS Support Officers and CSS Officers where applicable**

### Main Purpose of the Job:

Support in the delivery of services with the Corporate and Support Services Directorate.

### PRINCIPAL DUTIES & 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

#### 2. 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

#### 3. 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.

#### 4. 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.

#### **5. 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

#### **6. Financial Management**

- Ensures financial processes are administered within Council policy

#### **7. Risk management**

- Understands the risks associated with the nature of the service you are supporting and identifies areas of concern, taking remedial action, escalating these appropriately and making appropriate records.

#### **8. 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, 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

**ANNEX**  
**CSS Officer Scale 6 (Generic)**

This Annex provided a brief overview of the range of activities that may be undertaken by this role within each function. It is not a comprehensive list of activities.

<b>Function</b>	<b>Activities</b>
Business Support	<ul style="list-style-type: none"> <li>• Technical expertise and specialist knowledge regarding complex transactions</li> <li>• Accountability for delivery of high risk activity</li> <li>• Management responsibility for CSS Business Support Officers informing deployment</li> <li>• Operational support to the delivery of activity according to office manuals (procedures/practice)</li> <li>• On the ground business process re-engineering to ensure efficiencies</li> <li>• Oversees the production of invoices and payment of invoices received according to Council policy</li> </ul>
Events & Registrars	<p style="text-align: center;"><b>Events</b></p> <ul style="list-style-type: none"> <li>• To ensure the successful delivery of designated of a wide range of high profile events as part of a rostered management team. This involves working outside of normal hours, including special event dates such as Christmas Eve and New Years Eve</li> <li>• To promote Stockport Council's prestige venues for a diverse range of public, private and corporate events and functions ensuring optimum use of facilities to maximise income generation.</li> <li>• To identify business opportunities for venues and recommend appropriate publicity to ensure potential customers are targeted effectively.</li> <li>•</li> <li>• Effective supervision and management of staff, contractors and event service providers to ensure successful event delivery and front of house operations.</li> <li>• To ensure the health, safety of all venues users during an event in accordance with H&amp;S Legislation including completion of risk assessments, initiating of evacuation procedures, delivering first aid and dealing with unanticipated hazards arising.</li> <li>• To take responsibility for the safe evacuation of premises in the event of emergencies arising during a function.</li> <li>• To manage all aspects of successful event planning, delivery and evaluation including co-ordination of staff, contractors and visitors, account management and venue bookings</li> <li>• Evaluation and analysis of event delivery including customer statistics and feedback and competitor activity to ensure that venues retain their competitive advantage and are operated in accordance with industry standards</li> <li>• To build and maintain relationships with current and potential customers to secure initial and repeat business.</li> <li>• To contribute to marketing plans and promotional initiatives to ensure income generation targets are met.</li> <li>• To work with colleagues, other departments and suppliers to agree specifications and planning sheets for booked events in line with departmental guidelines.</li> <li>• To assist in the planning and development of a successful range of in-house entertainment events.</li> <li>• To represent the Council at events including leading tours of venues and being a key point of contact for resolving issues arising.</li> <li>• To ensure that excellent customer service is delivered to all members of the public and visitors at all times and in line with Council policy</li> <li>• To supervise and monitor the work of designated front of house, bookings or administrative staff resolving any issues or concerns arising. To provide cover for these staff if required.</li> <li>• To ensure Council financial guidelines are adhered to at all times in cash handling.</li> <li>• Overseeing of financial and administrative operations at venues to ensure all activities are carried out efficiently and to Council regulations.</li> </ul> <p style="text-align: center;"><b>Registrar Duties</b></p> <ul style="list-style-type: none"> <li>• To provide a high quality frontline Registration Service, in line with all</li> </ul>

	<ul style="list-style-type: none"> <li>legislation, procedures, regulations and performance standards</li> <li>Registering Births, Deaths, Stillbirths and Re-Registrations at the Register Office and at other locations as required.</li> <li>Attestation of Notice of Marriage and Civil Partnerships. Legal preliminaries to Marriage and Civil Partnerships.</li> </ul>
Finance	<ul style="list-style-type: none"> <li>Work as part of a team delivering an effective, efficient, professional financial and risk advisory service to the Council.</li> <li>Support nominated heads of service to manage and monitor their financial resources, forecasting complex budget scenarios and training budget holders to understand their financial position and to undertake less complex monitoring independently.</li> <li>Conduct all work in accordance with generally accepted professional accounting standards.</li> <li>Assist in ensuring that the Internal Audit Service adds value to the Council's operations and complies with the Public Sector Internal Audit Standards.</li> <li>Carry out medium risk system and risk-based reviews of controls within a variety of financial and non-financial systems, audit of client functions, grant claims, contracts, value for money studies, financial irregularity and corruption investigations.</li> <li>Assist in the reconciliation of the Council's bank accounts to the ERP system.</li> <li>Assist in ensuring the integrity of the financial accounts including income management and reconciliation of major financial systems to the ERP system.</li> <li>Assist in the operation and management of the Council's daily payments runs.</li> <li>Assist in the Council's compliance with the Construction Industry Scheme.</li> <li>Provide advice and support on insurance matters to all Directorates, schools and affiliated companies.</li> <li>Assist in arranging insurance cover for customers.</li> <li>Ensure the Council's Insurance claims are dealt with appropriately and the claims handling system is maintained accurately.</li> </ul>
Information and Communication	<ul style="list-style-type: none"> <li>Offer technical expertise and advice on one of the following: <ul style="list-style-type: none"> <li>Application and Systems management.</li> <li>ICT design, installation &amp; procurement functions.</li> <li>ICT support services.</li> <li>ICT Infrastructure technologies, covering Servers, Virtual Servers, Storage Area Networks and Data Centre operations.</li> <li>Network infrastructure including WIFI, telephony including VoIP and mobile convergent solutions, VMware and Cisco Call Manager.</li> <li>Maintenance and support of desktop, mobile equipment, PC hardware, printers, and peripherals.</li> <li>ICT security standards and legislation.</li> <li>Data and information management.</li> </ul> </li> <li>Undertake system testing on new systems and integration with other systems in use throughout the Council.</li> <li>High level support on the specialist curriculum and administration software, hardware and network functions for Stockport schools and education establishments.</li> <li>Produce creative and original graphic designs for customers adhering to the Council's corporate guidelines including technical specifications, estimating, contracting print and quality control.</li> <li>Administer quality assurance processes and ensure these are applied to all business systems.</li> <li>Interrogate and extract data from systems to resolve problems, inform development work and for the provision of reports.</li> <li>Provide work place support and training on IT Business Systems.</li> </ul>
Legal and Governance	<ul style="list-style-type: none"> <li>Work as part of the Function delivering an effective, efficient and professional legal service to the Council's property portfolio. This will include Right to Buy, conveyancing and assisting with other property capital projects such as SEMMMS and other legal activity appropriate to the grade.</li> <li>To service and provide advice at committee meetings and provide support to</li> </ul>

	elected members as required.
People and Organisational Development	<p>These staff will operate as 'team workers' and supervisors, undertaking tasks outlined in the generic job description with varying degrees of technical knowledge and complexity within one or more of the areas of work outlined below. In line with the Service Redesign principles, over time individuals operating within this level will be required to learn other comparable areas of work.</p> <ul style="list-style-type: none"> <li>• Work with high degree of autonomy to address complex issues relating to: <ul style="list-style-type: none"> <li>○ Recruitment, Resourcing and Service Transformation</li> <li>○ Employment law associated with service and/or job redesign</li> <li>○ Transactional Support, Technical Payroll and Pension expertise</li> <li>○ Policy Compliance and Employee Relations</li> <li>○ Employee wellbeing, engagement and equalities</li> <li>○ Workforce development</li> </ul> </li> <li>• Supporting lower graded officers to learn and develop specialist knowledge</li> </ul>
Policy, Performance and Reform	<ul style="list-style-type: none"> <li>• To operate as 'team workers', undertaking defined tasks in the areas of: <ul style="list-style-type: none"> <li>○ Project coordination</li> <li>○ Data analysis</li> <li>○ Performance management</li> <li>○ Policy support</li> <li>○ Over time, to learn other comparable areas of work.</li> </ul> </li> </ul>



## Stockport Council Competency Person Specification

### Post Title:

The criteria listed below represent the most important skills, experience, technical expertise and qualifications needed for this job role.

Your application will be assessed against these criteria to determine whether or not you are shortlisted for interview. Any interview questions, or additional assessments (tests, presentations etc.) will be broadly based on the criteria below.

Competency	SCORE					Essential or Desirable
	0	1	2	3		
A minimum of 3 years' experience of working with a wide variety of Events within the Hospitality Industry						Essential
Experience of the Operational Management of Events within the Hospitality Industry						Essential
Experience of the sale of Events within the hospitality Industry						Essential
Excellent organisational skills with previous experience of organising Events						Essential
Experience of supervising or supporting teams to achieve their goals.						Essential
Experience of providing value for money and high quality customer service						Essential
Excellent interpersonal, oral and written communication skills with the ability to work closely with colleagues to achieve positive outcomes.						Essential
Ability to work flexibly across teams to implement change, deliver key projects and accommodate the needs of the Business						Essential
Analytical skills with the ability to interpret information and identify inaccuracies.						Essential
Able to work with discretion and maintain confidentiality						Essential
Self-Motivated and Results Driven						Essential
Close attention to detail, ability to work with multiple tasks at any one time and prioritise workload						Essential
Ability to work to deadlines and under pressure with a calm approach						Essential
Ability to think Creatively, with a positive approach to problem solving						Essential
Ability to build strong working relationships with Clients, Suppliers and other departments within the council						Essential
Knowledge of Food safety, Alcohol licencing, Fire Safety and basic health & safety legislation						Essential
Strong IT Skills including; a Good knowledge of Microsoft Office, experience of working with a Property Management System and Social Media Platforms						Essential
Where appropriate, Clean Driving Licence						Essential

Understands and actively supports Stockport Councils diversity and equality policy.						Essential
To meet Stockport Council's standard of attendance.						Essential
A willingness to be flexible in a changing environment						Essential

### Scoring key

- 0 – Not met essential criteria
- 1 – Partially meets essential criteria
- 2 – Meets criteria
- 3 – Exceeds criteria
- 4 - Exceptional