

Job description

**Civic and Events Co-ordinator (Ref: 001384)**

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| **Reports to** | Marketing and Engagement Manager |
| **Responsible for Directly** | 0 |
| **Total staff managed** | 0 |
| **Grade** | **4 (Job Evaluation Pending)** |
| **Working environment** | Office and event space. |

**Working Hours:** 37 hours per week over 7 days depending on business requirements

**Purpose of role**

* To manage, plan and deliver the Civic Programme, events and Mayor’s diary, to budget with support from the Marketing and Engagement Manager.
* To promote the Borough as an area and ensure the role of the Civic Office is central to all communication and marketing work.
* To support and deliver professional public, private and corporate events to budget and in line with the council’s Corporate Priorities.
* To support effective engagement between the council, its stakeholders and residents.
* To provide support to the Business Support Events Co-ordinator to ensure the team is resilient.

**Key result areas:**

**Corporate Responsibilities**

* To co-ordinate Civic and public events in line with Council procedures with the support of the Market and Event Manager.
* Be accountable for protecting and improving the reputation of the Council by delivering excellent events and overseeing stakeholder relationships across the borough.
* Be accountable for the Civic budget.

**Operational responsibilities**

* Support the Marketing and Engagement Manager to plan and deliver successful public events having due regard to the financial viability, risk, assessment and health and safety.
* Ensure the Mayoral role and ceremorial functions are undertaken professionallly and promptly to uphold reputation of the council as a community leader.
* Manage staff and contractors delegated to delivering Civic events, including cordinating marketing and communications, design of materials, site plan and briefing notes.
* Co-ordinate the event management supply chain and sub contractors for Civic events.
* Oversee the Mayor’s charity each year, including leading on fundraising.
* Take the lead on the civic relationship with Great Yarmouth’s twinned town, Rambiouillet and all that it entails.
* Devise, plan and deliver successful Freedom of the Borough ceremonies.
* Be on hand to support and assist in emergency /urgent civic situations.
* Work closely with colleagues as part of a high perfoming team to deliver quality events (public and private), marketing campaigns and Civic Programme.
* Provide service resilance through supporting and covering the duties of the Business Support Events Co-ordinator.
* In conjunction with Marketing and Engagement Manager, ensure that data protection legislation is adhered to.
* Undertake such other duties as may be appropriate to the post as directed by the Head of Service/managers.

**These may change subject to consultation with the postholder**

**This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.**

**Person Specification**

1. **Experience/Knowledge**

* Demonstrable track record of organising successful events.
* Knowledge of the entertainment/events market.
* Experience of working within a supply chain to deliver an event or project.
* Able to carry out business support functions on behalf of the wider team e.g. invoices, orders, meeting planning etc
* Knowledge of Civic events would be an advantage.
* Knowledge of working in a political environment and the responsibilities of, the Mayoral role. Additionally, experience of working with councillors would be an advantage.
* Awareness of health and safety and risk management in relation to public & corporate events.
* Excellent organisation skills and attention to detail

1. **Qualifications & Skills**

* GCSE English and Maths at grade C (Level 4) or above, or an equivalent Level 2 qualification demonstrating literacy and numeracy skills.
* Excellent organisational skills with the ability to prioritise and manage multiple projects simultaneously.
* Exceptional communication skills for interacting with customers and local organisations, including strong interpersonal skills and the capacity to build effective working relationships at all levels with both internal and external stakeholders.
* Proven ability to perform effectively under high pressure, quickly adapting to rapidly changing situations.
* Strong problem-solving abilities.
* A methodical, motivated, and customer-focused approach to work.
* An enthusiastic, friendly, and confident demeanour, maintaining professionalism at all times.
* Proficiency in the use of IT business applications (Outlook, Excel, Word, etc.).
* Capability to work positively and efficiently.
* Ability to conduct appropriate research to support the development of marketing and events activities.

1. **Personal Qualities and Attributes**

* Strong attention to detail.
* Positive and enthusiastic attitude.
* Organised, creative and capable of planning work projects and events.
* Able to work independently as well as part of a team.
* Professional with a good understanding of customer care.
* Able to work under pressure, meet deadlines with minimal supervision, and prioritise workloads.
* Ability to apply practical solutions.
* Ability to listen and remain calm under pressure.
* Act as an advocate for the council.
* Flexibility and creativity to adapt to the changing needs of the Council and customers.

The following criteria will be tested at interview stage and does not need to be evidenced in an application form, CV or covering letter

1. **Agreed Behaviours Framework** 
   * Putting Great Yarmouth first
   * Effective and open communication
   * Respecting others
   * Working together
   * Embracing change
   * Taking personal responsibility
2. **Additional requirements** 
   * Able to travel independently and be flexible in terms of working hours, including outside normal office hours.
   * Some evening and/or weekend working