

**Job Description**

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| **Department** | **CORPORATE RESOURCES** |
| **Job Title** | **CIVIC OFFICER** |
| **Grade** | **D** |
| **Primary Purpose of Job** | To support the role of the Mayor and associated duties. Contribute to the wider team programme for the Marketing, Communications and Commercial Development Service. |
| **Reporting To** | Senior Civic Officer |
| **Direct Staffing Reports** | None |

**Main Duties**

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| **1** | Chauffeur the Mayor/Mayoress/consorts, Deputy Mayor, Chief Executive and other dignitaries on official business as required. Be responsible for the route planning of engagements including liaising with the Police where necessary and ensuring that the official car (WH1) is parked correctly on all occasions. |
| **2** | Be responsible for ensuring that the official car (WH1) is always available for official use by maintaining it in an immaculate standard of interior and exterior cleanliness, carrying out the appropriate daily/weekly checking of all routine items, e.g. tyre condition/pressures, oil, radiator, fuel levels and reporting any mechanical defects, damage or matters requiring attention to the line manager.  |
| **3** | Assist in the planning, monitoring and operation of an efficient, safe and appropriate service for the Mayor, ensuring that the Mayor and associates are properly received at all engagements and escorted at all times, by ensuring diary arrangements are managed. |
| **4** | Proactively engage in the use of established business processes within the Mayor’s Office and utilise and contribute to ‘Action Plans’ and ‘Running Orders’ for Key Annual Events.  |
| **5** | Contribute to the management of the Mayoralty Share Point site and Mayor’s Office inbox. Keep the Mayoralty Share Point site information up to date. |
| **6** | Maintain the Mayoral social media accounts including content creation and scheduling. |
| **7** | Maintain established internal and external working relationships with a range of audiences.  |
| **8** | Prepare all events, tours and visits in the Mayor’s day to day diary. Liaise with relevant hosting/visiting organisations as required. Provide and facilitate appropriate hospitality and make short public announcements in line with Civic Protocol. |
| **9** | Be able to work unsociable hours, including evenings and weekends and public holidays and have a flexible approach to working hours in line with the Mayor’s diary and engagements as required.  |
| **10** | Be aware of the long-term work requirements of the Civic Office by using the Mayoralty ‘Forward Plan’ and report matters of concern to the Senior Civic Officer.  |
| **11** | Manage the Mayor’s diary system, accepting appropriate bookings and ensuring all visits and events are appropriate and can be facilitated. Seek guidance from the Senior Civic Officer where necessary.  |
| **12** | Maintain the civic insignia and all equipment used by the service in line with conservation guidance and training where appropriate. |
| **13** | Support the security and wellbeing of the Mayor and civic dignitaries. |
| **14** | Develop and deliver Town Hall Tours for external visitors (dignitaries, adults and children) and internal staff using detailed knowledge of the town hall, and civic artifacts. |
| **15** | Procure products and services for the Mayoral office and manage required associated projects. |
| **16** | Co-ordinate civic and ceremonial events, undertaking mace-bearing / ceremonial duties as required, including attendance at Council meetings, acting as toastmaster and master of ceremonies, and demonstrating knowledge of protocol and etiquette. |
| **Date Job Description updated:** | **May 2025**  |
| **Job Description updated by:** | **Head of Marketing, Communications and Commercial Development** |

**Person Specification**

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| **Department** | **CORPORATE RESOURCES** |
| **Job Title** | **CIVIC OFFICER** |
| **Stage One** | Candidates who are care leavers, have a disability, are ex-armed forces or are a carer (see Carers-Charter-FINAL.pdf (gmhsc.org.uk) are guaranteed an interview if they meet the essential criteria for the role  |
| **The Minimum Essential Requirements for the above Post are as Follows:** | **Method of Assessment** |
| **1.** | **Skills and Knowledge** |
| 1. | The ability to support the Mayor in maintaining good relationships with a wide variety of people and organisations from representatives of royalty, armed forces, charitable and voluntary groups and all other officers and groups involved with civic, ceremonial and mayoral matters. | Application Form/Interview |
| 2. | Political awareness and good interpersonal skills in relation to Mayoral duties and when coming into contact with high profile, civic, ceremonial, mayoral and charity dignitaries and officers of all levels. | Application Form/Interview |
| 3. | The ability to positively contribute to the plans of a very busy and demanding calendar of events and assist in preparation for future events. | Application Form/Interview |
| 4. | Ability to work as an effective, positive and supportive team member. | Application Form/Interview |
| 5. | Ability to use Microsoft Office, the Mayor’s diary software and Share point and to produce emails, letters, spreadsheets and team documents. | Application Form/Interview |
| 6. | Ability to accurately record all transactions for the Mayor’s Charity accounts, including handling cash and cheques where appropriate. | Application Form/Interview |
| 7. | **Competencies** – Please note the Council’s corporate competencies, which are essential for all roles, are below in the Core Competencies section  | Interview |
| **2. Experience/Qualifications/Training etc** |
| 1. | Experience of making short public announcements or the ability and willingness to learn. | Application Form/Interview |
| **3. Work Related Circumstances** |
| 1. | All posts require the job holder to undertake mandatory training for the role and to regularly review their developmental needs in conjunction with their line manager. Development of our employees plays a key role in delivering our services | Interview |
| 2. | The Council has a framework of Values & Behaviours that guide our behaviour and decision making to help achieve our vision. All employees are expected to be mindful of these when undertaking their work. | Interview |
| 3. | This role requires the job holder to work outside of normal office hours, for example at evenings and weekends, to meet the needs of the service.  | Interview  |
| 4. | This role requires the job holder to be physically fit and able to carry out aspects of the job such as lifting/carrying/standing for lengthy periods.  | Interview  |
| 5. | This post is subject to an enhanced disclosure from the Disclosure & Barring Service with check of relevant barred list(s) | Interview  |
| 5. | This post requires you to provide a chauffeur service to the Mayor’s Office. You must hold a full, current and valid driving licence. | Interview |
| 6. | This post is designated as politically restricted. The holder of a politically restricted post is unable to have any active political role either in or outside the workplace. Politically restricted employees will automatically be disqualified from standing for or holding elected office. This means you are not permitted to stand for office as a local councillor or MP. In addition, you are restricted from canvassing on behalf of a political party or a person who is, or seeks to be, a candidate. You are also restricted from speaking to the public at large or publishing any written or artistic work that could give the impression that you are advocating support for a political party. | Interview |
| **STAGE TWO** | Will only be used in the event of a large number of applicants meeting the minimum essential requirements |
| **Additional Requirements** | **Method of Assessment** |
| **1. Skills and Knowledge** |
| 1. | Experience of working in a team organising events.  | Application form/interview |
| 2. | Experience of organising charity appeals including the keeping of charity accounts | Application form/interview |
| **2. Experience/Qualifications/Training etc** |
| 1. | Experience of working in a Civic Office  | Application form/interview |

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| **Date Person Specification updated:** | **May 2025** |
| **Person Specification updated by:** | **Head of Marketing, Communications and Commercial Development** |

**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period.**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.

**The values of an organisation are those key principles by which people are expected to work to day to day. They’re our culture and help define what is expected of each and every one of us**.





