



Job Profile and Working for Stockport

Stockport
team
ambition
respect

Stockport

to keep the people of Stockport at the heart of what we do.

Team

to succeed as a team, collaborating with colleagues and partners.

Ambition

to drive things forward with ambition, creativity and confidence.

Respect

to value and respect our colleagues, partners and customers.

Our Council

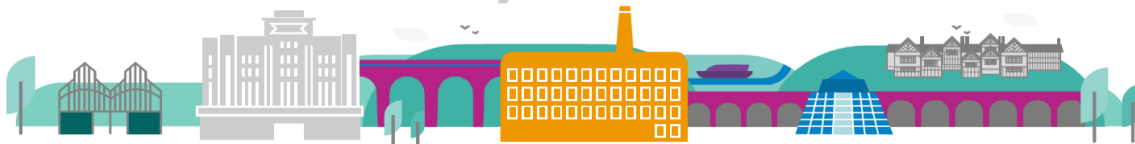
Our employees are our **greatest asset**. We're proud of the way we provide vital frontline services every day and work together, as **one team**.

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/>



About the Job

Role:	Events Assistant
Service Area:	Events
Directorate:	Corporate and Support Services
Salary Grade:	Scale 3

Main Purpose of the Job

As an Events Assistant, you will be part of a dynamic team delivering a wide range of events across stunning historic venues. You will support events from set-up to clear-down, providing excellent customer service and ensuring guests have a smooth and enjoyable experience. Acting as a first point of contact, you'll respond to enquiries, assist with bookings and support event coordinators and supervisors on the day. The role offers hands-on experience in a fast-paced, people-focused environment where no two events are the same.

Key Responsibilities

- First point of contact for the service providing reception, phone coverage, electronic/postal/fax mail receipt, tracking and response.
- Provide and promote excellent customer service and ensure all guests to all Venues have a positive customer experience.
- General business and computer skills, experience and competencies with service specific knowledge.
- Making and checking bookings, data inputting, financial transactions.
- Reconcile cash/card payments received and ensure banking of cash is carried out effectively.
- Create and maintain records with accuracy, maintain databases, produce spread sheets and generate reports that provide information in relation to operations and marketing of the business
- Carry out food and beverage service to guests in a courteous and efficient manner. Including; Bar service, table service and regularly checking that guests are happy throughout service across all function rooms associated with the Event.
- Uphold good housekeeping practices, ensuring a safe, clean, tidy and pleasant working environment.
- Ensure that all food & beverage items served are recorded in an appropriate manner in order that guests may be charged, and operate a cash bar as and when required.



- Handle minor complaints in a professional and courteous manner and provide appropriate solutions and immediately inform the Hospitality Supervisor/Event Coordinator of all cases.

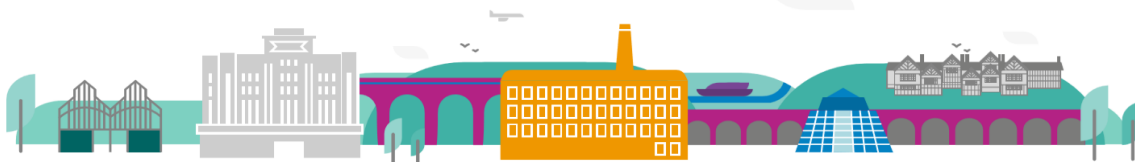
- **Problem Solving/Creativity/maintaining standards**
 - Perform tasks requiring a good knowledge of routine and work area policies and procedures.
 - Resolve routine problems in a thorough and timely manner, seeking guidance and instruction as needed.
 - Work within job-specific deadlines and schedules set by Supervisor.
 - Requires assessment of situations and use of work place procedures. Some interpretation may be required.
 - Work as part of a team, understand how the role contributes to the teams priorities and is familiar with the work of the service area.
 - Use of machinery to undertake moderately complex tasks
 - As appropriate, create moderate to complex and confidential documents, spread sheets and presentations
 - Organises diaries and room bookings for meetings

- **Responsibility and Accountability**
 - Responsible for ensuring the support offered is as responsive and as flexible as it can be to customer requests.
 - Respond to expected enquiries and refer to line manager or supervisor for more complex enquiries

- **Communication**
 - Communicate established processes and procedures to a range of audiences as required.
 - Communicate detailed information/advice within own work area.
 - Answer general questions and refer more complex questions and difficult customers to supervisor/line manager.

- **Decision Making**
 - Duties and activities will be guided by specific instructions, standard practices, and established procedures that generally require some interpretation.
 - Offer suggestions to solve basic problems in immediate work area.
 - Exercise confidentiality of personal and sensitive information based on the Councils Information Governance policy and procedures

- **Knowledge & Skill**



- Good standard of practical knowledge to undertake a range of tasks in the work area.
- Keep up to date with issues relating to the work of the team and department
- Gather information from a range of different sources, internally and externally to help inform own work.
- Safe manual handling and ability to lift where appropriate, keyboard skills and accurate data management
- Use of a range of systems to support services
- Personal Health and Safety in the workplace
- To work positively and inclusively with colleagues and customers so that the Council provides a workplace to deliver a service that does not discriminate against people on the grounds of their age, disability, gender reassignment, marriage, civil partnership, pregnancy, maternity, race, religion, belief, sex, or sexual orientation.
- To fulfil personal requirements, where appropriate, with regards to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council's priorities.

Additional Information

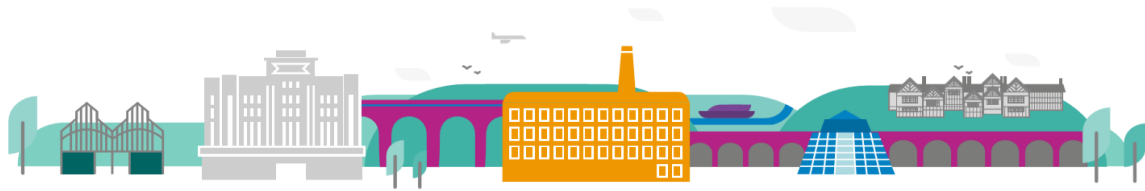
The responsibilities set out in this document, in the advert and any additional information are intended to provide a flavour of the work you will carry out. It is not possible to include everything you will be asked to undertake, and we expect all colleagues to work flexibly according to business needs and to enhance your own development. Your skills, abilities and training needs will be taken into account and discussed with you when any significant changes to your role are needed. In line with our flexible approach you may be required to work from home for a proportion of your time or from any of the Council's sites across the borough.

The Council is an inclusive employer and holds the Disability Confident and Armed Forces Covenant accreditations. If you have a disability, we will support you by implementing reasonable adjustments to enable you to perform your role.

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:

- Working 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.
- Experience of food and beverage service within the hospitality industry.
- Experience of working in a customer service role providing excellent customer service.
- Experience of working flexibly to support teams, projects and activities.
- Experience of working with an EPOS system.
- Experience of working with a Property Management System
- Personal Licence holder.
- Demonstrable numeracy, literacy and ICT skills at Level 2 (GCSE) or above, or a willingness to undertake development in this area as appropriate.
- Experience of Microsoft Office
- Knowledge of food safety, Alcohol licencing and basic health & safety legislation.
- Ability to work with colleagues to achieve positive outcomes.