

Job specification



Job title: Event Operations Assistant

Service: Strategy & Innovation / Culture & Events

Grade: G3

Reporting to: Events Hospitality Officer

Your job

As part of The Deal 2030, Wigan Council are dedicated to celebrating our unique culture, sport and heritage through events, exhibitions and media and our staff are fundamental to achieving our goals.

As a member of the Events Team, you will work under the direction of the Event Manager facilitating the smooth running of events across the Wigan Borough working within our leisure centres, parks & open spaces and our culture and heritage sites.

You will have the passion, drive and ability to work in a fast-paced environment whilst ensuring that you always deliver a high level of professional customer service.

The role operates in an extremely active and busy setting to meet the many needs of the customers and eventgoers.

You will regularly have to move heavy items up to 20kg as well as standing and walking for long periods on every shift.

Shift patterns will be varied so you will work flexibly to support events at weekends, evenings, and on bank holidays.

Mandatory statement

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

In the next 12 months, you will:

- Develop yourself within the team.
- Complete all mandatory training.

On an ongoing basis you will:

- Unload equipment from trucks and setting up venues for events, including chairs, building stages, tables, various sporting equipment.
- Provide unique physical and customers service requirements such setup and dismantle equipment, stewarding, car park attendant, customer services / ticketing, food and beverage service (bar, food).

- Work as ushers and ensuring that seating arrangements adhere to fire regulations.
- Undertake the operational housekeeping, routine maintenance, storage of equipment and cleaning tasks.
- Ensure the event hall/space is clean and organised.
- Adhere to event safety standards.
- Use and demonstrate highly effective and engaging customer service skills that engages the customer to transact with us as the first point of contact.
- Undertake security duties.
- Provide first aid as and when required to eventgoers and other staff members.
- Check tickets of those attending events and welcome guests.
- Work at a concession stand and serving food and drinks.
- Engage with eventgoers and provide useful information as required.
- Inspect equipment for damage after use and checking it against an inventory list.
- Pack up equipment when the event is completed.

In this job you will need

You must be able to demonstrate the following essential requirements:-

- Current first aid certificate OR ability to successfully obtain within 4 weeks of conditional offer made – successful applicants will be booked on a course within the 4-week's timeframe.
- Current manual handling certificate OR ability to successfully obtain within 4 weeks of conditional offer made – successful applicants will be booked on a course within the 4-week's timeframe.
- Undertake ongoing training as required to maintain the highest level of operational efficiency and competency relating to the job role. Experience of working in a customer service environment.
- Experience of working in a events environment or similar is desirable.
- Excellent interpersonal skills and the ability to work with a range of staff and customers.
- The ability to use your own initiative and work flexibly as part of a team.
- Be enthusiastic, flexible, and committed to providing excellent customer care.
- Good organisational, verbal, and written communication skills.
- The ability to plan and manage your own time to meet deadlines.
- The ability to work in a busy environment, managing and prioritising demands whilst maintaining high standards of service and remaining patient with customers.
- Ability to work flexibly and travel in and out of the borough when required.
- Hold a current driving licence and able to access a range of sites throughout the borough using own car or public transport.

Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Team Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently

Be Kind... be helpful, generous and thoughtful towards yourself and others

#TeamWiganDeal

Together we will

Deliver Deal 2030, working alongside our communities to make Wigan Borough an amazing and inclusive place to live and work, building a better future.

We will



Genuinely care for you and your wellbeing.



Champion a culture that inspires you to thrive.



Listen and engage with you to bring your ideas to life.



Celebrate your contribution and support you to reach your goals and aspirations.

I will



Look after my wellbeing and be kind to myself and others.



Work with others across #TeamWigan to be courageous, innovative and embrace technology.



Share my ideas and be accountable for making things happen.



Own my development and let my passion and positivity shine through.