

Role Description and Employee Specification

We deliver great services to local communities on behalf of their local council. We are owned by the Councils and not shareholders, so we know our priorities and have strong values. At Publica we put people and our communities at the centre of everything.

Job title:	Hospitality & Events Officer	Location:	Coleford
Job group:	Case/Field Worker - Level 2	Peer group no:	PG-i14
Reports to:	Ruth Levett	Working hours:	37 per week
Business World Post number:	New post	Line management responsibility:	No
		Direct Reports:	N/A
FTE Salary pro rata:	£28,129 - £31,415	Contract type:	Fixed term contract - 6 months
		Further detail	Until 31 Oct
Main purpose of this specific role:	To ensure the hospitality trade and event organisers are compliant with Covid-19 regulations and guidance. Work with Licensing, Police, County Council and other authorities providing consistency, advice and coordinated approach. Take enforcement action in accordance with the Local Authority's Enforcement Policy. Undertake complex service requests relating to Covid-19.		
Essential qualifications/skills/experience specific to this role:	<ul style="list-style-type: none"> • Good communication skills • Knowledge of Covid Regulations and Guidance • Self-motivated • Ability to interpret legislation and guidance into practical procedures 		
	Generic Job Profile:		
Main Purpose:	The purpose of this role is to: <ul style="list-style-type: none"> • Take ownership of customer cases, including consultation with relevant subject matter experts 		

	<ul style="list-style-type: none"> ● Dealing with complex and / or specific service requests which may require co-ordinating / combining responses and expertise from a number of subject matter experts ● Undertake site visits if/when required ● Take ownership of complex or protracted cases and progress to resolution
Key Responsibilities:	<ol style="list-style-type: none"> 1. Deal with complex service requests, which may require detailed knowledge of a specific functional area across the organisation and/or externally 2. Manage and resolve a range of case work or investigations to conclusion using detailed knowledge of the subject area and work within relevant legislation, prescribed policy, procedures and guidelines 3. Consult with technical colleagues as required 4. Maintain an understanding of appropriate legislation, policy, procedure, business requirements and guidelines 5. Ensure all relevant customer and company information is captured and recorded accurately 6. Planning and prioritising workloads in order to meet agreed short term objectives 7. Carry out duties with discretion, integrity and maintain confidentiality 8. Understand and demonstrate commitment in delivering the key performance indicators within the function 9. Undertake any other duties as reasonably required to do so
General Accountabilities:	<ul style="list-style-type: none"> ● The post holder is responsible for maintaining a safe working environment and ensuring as far as reasonably practicable that safe working practices are adopted by employees within this work environment ● Work in compliance with the Codes of Conduct, Regulations and policies of Publica ● To support the response to a major incident, including taking up a designated role within the emergency management framework
Essential Requirements, Qualifications, Skills and Abilities:	<ul style="list-style-type: none"> ● A minimum qualification equivalent to NVQ level 3 or A level, and/or three years relevant experience ● GCSE Maths and English or equivalent to grade C/4 or higher ● Ability to build customer relationships ● Knowledge and experience in assessing complex situations and carrying out inspections if and when required ● Ability to remain calm and confident when dealing with challenging customers and environments ● Ability to resolve complex issues by negotiation ● Mentor and train colleagues ● Maintain accurate and up to date records ● Deliver commitments and take ownership of own caseload, reshaping of plans to deliver required outcomes

	<ul style="list-style-type: none"> • Demonstrate commitment and resilience to succeed • Excellent written and verbal communication skills • Ability to manage time effectively • Competent in using a range of technology and software packages, including Microsoft and Google
Desirable Requirements Qualifications, Skills and Abilities:	<ul style="list-style-type: none"> • Relevant recognised qualification / experience • Experience working with internal/external customers, partners/clients and elected members • Knowledge, understanding or experience of project management
Special Conditions:	<ul style="list-style-type: none"> • There may be a requirement to work at other Publica Group (Support) Ltd and/or client locations to meet the needs of the business • You will be expected to work reasonable additional hours in line with the needs of the service • Ability to travel
Date reviewed:	09/04/2021
Reviewed by:	Ruth Levett
Manager job title:	Covid Secure Team – Service Leader
Date of issue:	09/04/2021