



## **Events and Engagement Officer**

**Reporting to** Customer Services Manager

**Hours per week** Up to 20 hours per week

*(can be flexible / consider some term time or annualized hours but core hours will be required in the Parish Hall most weeks and will depend on level of experience and agreed programme of calendar events)*

**Salary:** Dependent on experience but the guide of 7-8 grade £19 – 24 /hour\*

\* subject to overall budget review

### **Job purpose**

To play a pivotal role in a small yet dynamic team, providing a highly efficient and comprehensive administrative service that underpins the seamless operation of the Parish's day-to-day activities and ensures strict adherence to legal and regulatory obligations.

Key Responsibilities:

1. Provide general and administrative support for the Parish of St Saviour and Connétable of St Saviour.
2. Support the delivery of a full program of Parish events and activities.
3. Work with the Customer Service team, and volunteer groups ranging between Police and Church the Parish with a broad base of resident and business stakeholders.

### **Duties and responsibilities**

#### **Events Management**

- Assist the Connétable with the planning, organisation, funding, promotion and successful delivery of large events and ceremonial duties in St Saviour.
- Personally lead the planning and delivery of small/medium events for St Saviour, as well as internal events and pop-ups stands within the Parish /Parish hall.
- Oversee the booking of all events and event spaces. For example, this might include ensuring risk assessments and adequate insurance is in place, invoicing, and liaison with other key stakeholders, as required.

#### **Community and Business Engagement**

- Represent the Parish when required; this may include attending events, trade-group and/or resident meetings.
- Plan, organise and attend community / trade-group meetings with residents and businesses in St Saviour, as required. Take minutes/meeting notes and disseminate any resulting actions as required.
- Promote the activities and services of the Parish using all appropriate networks, contacts, media and social media channels.

#### **Administration**

- Prepare business cases/funding requests for Parish-led events.
- Maintain accurate internal records and follow internal administrative and financial processes.
- Develop and implement systems to support the successful delivery of events, including capturing data to determine event success, assist future planning as well as event marketing.

#### **General Support**

- Support and assist with creative decisions.

- Ensure that all enquiries from the public, both in person, electronically or by phone, are dealt with promptly, politely and efficiently.  
Act as a point of contact for engagement with community groups and any group with local events, as required.  
Undertake any other reasonable duties as requested by the Parish.  
Provide administrative support to other teams and departments within the parish, as required on an exceptional basis (for example election event and voting day).

### **General Parish-wide responsibilities**

- As a Parish employee you are required to support and contribute to the overall success of the Parish services, ensuring that agreed plans and policies are implemented and providing efficient and effective services. In particular, this includes:
  - Support, development, and implementation of business plans to ensure strategic and operational objectives are achieved.
  - Monitoring the progress and measuring the degree of success in meeting Parish objectives;
  - Ensuring that the Parish is operating safely, efficiently and effectively and in compliance with legislation:-
    - Engendering a positive, supportive culture where staff and stakeholders are engaged;
    - Providing support and cover for other members of the team as and when required;
    - Conceiving, initiating, managing and participating in Parish-wide developments and initiatives in pursuit of the Parish's aims and objectives; and
    - Developing new and existing partnerships and leading work with partners, stakeholders and agencies that complement and contribute to the achievement of Parish priorities.

### **General Responsibilities**

- To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work (Jersey) Law, 1989;
- To work in accordance with the Data Protection (Jersey) Law;
- To undertake such other duties as may be reasonably expected.

The above does not purport to be an exhaustive list of duties but is intended to indicate the range and type of duties required. The duties of the post may alter to reflect changing practices within the Parish strategy.

### **Engagement with Parish life**

Within the Parish, the post-holder is expected to proactively engage in Parish life, including activities outside the boundaries of their role, attending events and supporting community initiatives.

### **Working conditions**

The primary location for this role will be the Parish Hall, serving as the central hub for administrative activities. However, there may be occasions where work is required to be carried out off-site. It is important to note that this role entails attending meetings and events outside of regular working hours.

Therefore, the successful candidate must be flexible and willing to work outside normal working hours at some times, to ensure their presence at important gatherings and engagements.

### **Reporting Lines**

This role reports directly to the Connetable for events purposes.

The role will be expected to provide advice directly to the Connétable and the Executive Officer. It is likely that both roles will be involved in appraisal and performance reviews. There are other stake holders including committees, honoraries, procurers and wider groups who may input feedback.

## Job context

The parish either organises its own events or authorises other events that take place on parish land or may use third party venues where appropriate. Examples include an annual OAP Luncheons or Kings Jubilee events. Some events will be required to follow procedures set by the Bailiff's chambers (<https://www.gov.je/Leisure/Events/OrganisingPublicEvent/Pages/Licensing.aspx>) liaise with other stakeholders, as well as ensuring effective health and safety considerations are in place.

The Parish wants to increase the number of events in St Saviour, for the benefit of both residents and also increasing engagement with other community groups or under-represented groups in the Parish.

In addition to events management, the role will also meet and engage with St Saviour Community/residential groups, like; the St Saviour's Battle of Flowers, Volunteer Support Group, Church congregation, St Saviour's Pétanque, Parish Magazine Committee etc.

These meetings are important and help to ensure the parish has a good grasp of the issues and needs of parishioners and service users and help to identify new services or improvements to existing services.

As such, in addition to requiring strong administration, planning and prioritisation skills, the post-holder will need to be able to engage confidently with a broad range of people.

## Person Specification

Criteria	Essential	Desirable
<b>Qualifications</b>		
<ul style="list-style-type: none"> <li>• Educated to A Level standard or equivalent.</li> <li>• NVQ Diploma in Customer Services/Marketing degree with events included would be useful</li> </ul>	X	X
<b>Technical skills and experience</b>		
<ul style="list-style-type: none"> <li>• Comprehensive set of administration skills and experience</li> <li>• Good working knowledge of Microsoft packages such as Word, Excel and PowerPoint, and the ability to learn new software packages as required.</li> <li>• Proven ability to organise and successfully deliver small events.</li> <li>• Proven ability to negotiate to secure the best possible value from external partners, venues and suppliers</li> <li>• Excellent customer service skills</li> <li>• Experience of working at historical events / historical sites or a similar environment / organisation</li> </ul>	X X X X X	X
<b>General skills and experience</b>		
<ul style="list-style-type: none"> <li>• Good interpersonal and networking skills are required, as is the ability to communicate effectively with a wide cross section of people. Patience, tact, and diplomacy are required when dealing with members of the general public and stakeholders.</li> <li>• Creative and used to thinking outside the box</li> <li>• Good standard of written and spoken English</li> <li>• A second language would be highly desirable</li> <li>• Good understanding and practical application/use of social media platforms.</li> </ul>	X X X	X
<b>Personal qualities</b>		
<ul style="list-style-type: none"> <li>• Experience of, and ability to meet, concurrent and challenging deadlines and keep calm under pressure</li> <li>• Flexible and adaptable</li> <li>• Able to work independently</li> <li>• Team player</li> <li>• Eager to contribute new ideas.</li> <li>• An interest in the work and history of the Parish</li> </ul>	X X X X	X X

<b>Approved by:</b>	<i>Connétable of St Saviour</i>
<b>Date approved:</b>	<i>01 June 2023</i>
<b>Scheduled Review Date</b>	<i>01 JANUARY 2026</i>