

Job Pack

Events and Seafront Assistant



Lewes District Council



Working in partnership with Eastbourne Homes

Location

Thank you for taking the time to look at the details of this post.

Located in the heart of the Sussex countryside and one of the principal towns of the South Downs National Park Lewes offers the best of town and country. It is no surprise that the District is considered among the most desirable places to live and work in the UK.

Lewes town is one of the jewels of the South Downs National Park and the District also possesses many picturesque towns and villages, all with their own unique character.

Whilst nearby Eastbourne is a resort town on England's southeast coast. On the seafront are Victorian hotels, the 19th-century Eastbourne Pier and a 1930s bandstand. Discover a wide range of shops in Eastbourne from high street shopping at The Beacon to the quaint Victorian shopping streets of Little Chelsea, and the boutiques in the Enterprise Centre.

One of the most attractive aspects of living and working in the Lewes and Eastbourne area is the quality of life it has to offer. It is a truly exceptional location. Make the most of the area by enjoying a wide range of activities including country walks, water sports and much more.

Our offices in Lewes and Eastbourne are located close to Train Stations with direct connections to the coast and London. However, the Council provide all the necessary IT and infrastructure to enable home working and maintain a good work life balance

“The best of town, country and coast”

We are able to offer our staff a range of benefits and access to discounts as follows:

- Membership at local leisure centres who are part of Wave Leisure across the District and Borough and at the Sovereign Centre in Eastbourne.
- Kaarp Benefits which are only available to Local Government employees and includes between 3 and 4.5% savings at supermarkets when purchasing a gift card as well as savings on attractions and discounts on many other things.
- Chorus Workplace Savings Scheme
- Boundless which includes up to 10% off high-street and supermarket goods through discounted pre-paid shopping cards.
- CSSC which includes free entry to a number of tourist attractions and a free tastecard as well as discounted cinema visits and 4% saving on supermarket shopping through pre-paid shopping cards.
- Public Sector Discounts – by paying £9.99 for a Black Card £2.99 staff are able to access discounts such as 2.5% cashback – ASDA, 3.5% cashback – Sainsbury's, Waitrose and M&S, 4.5% cashback on B&Q and Primark and 5% cashback – Boots, Carpetright, Clarks, feelunique, Halfords, Harvester, John Lewis, National Express, New Look, River Island, Body Shop, Nike, The White Company, The Works, Waterstones, Wilko etc.
- Easit – the Councils have joined the Queens Award winning easitNETWORK group through which we hope to influence travel behaviour in the area by providing a full range of transport options to encourage staff to adopt more sustainable commuting habits. EasitNETWORK is a social enterprise, not for profit organisation that is all about sustainable travel. Our staff can benefit from many transport discounts including 15% discount on Southern rail journeys across the network (except central London zones 1,2,+ 3); including peak time travel; 10% discount at Halfords on all bikes, cycling accessories, servicing and parts; 15% discounts on monthly and annual bike insurance and 25% discount on new, electric, folding Beat Bikes.
- Eyesight tests vouchers are available for all drivers and computer users which include a discount off selected glasses and when glasses are required solely for VDU use.
- Vouchers for fully funded flu vaccinations through Boots which staff can redeem, arrange and book at a participating Boots Pharmacy of their choice.
- Cyclescheme - The UK's leading provider of the cycle to work scheme and the founding member of the Cycle to Work Alliance. It enables our staff to get a bike tax-free, saving between 25-39%. Participants can choose from over 2,000 retailers and enjoy the ability to shop in-store or online.

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- We also understand that balancing everyday life together with the requirements of work and home can create pressures for all of us. To support our staff in achieving this balance we have an Employee Assistance Programme (EAP) in place. Our EAP is currently provided by Health Assured an independent external organisation who work to a robust professional code of strict confidentiality.
 - They offer both emotional and practical support to our staff when they feel they need it. They also have qualified legal advisors who will assist with any legal matters. They will provide advice and guidance on matters such as writing a will, tenancy and housing concerns, divorce procedures, boundary disputes, probate costs, motoring issues, property and partnership rights and immigration information.
 - Our EAP is available 24/7, 365 days and year. As part of this service we are also able to offer staff access to an app where they can find useful articles and webinars alongside an enhanced set of wellbeing tools and engaging features to support wellbeing and wellness.
 - Within the Councils we have a number of staff trained to provide 'first aid' to staff experiencing mental health issues. Mental Health first aiders are trained to listen, reassure and respond, even in a crisis – and even potentially stop a crisis from happening.
 - They are able to empower others to access the support they might need for successful management of symptoms. This could include self-help books or websites, accessing services via their GP, the EAP, other support groups and more.

Job Description

Post Title	Events and Seafront Assistant
Department	Tourism & Culture
Division	Seafront Services
Grade / salary	C
Reports to	Operational Seafront Manager
Date prepared	February 2024

Job Purpose

Provide excellent customer service and a warm welcome to customers and treat them with courtesy and respect at all times.

1. Support with planning and delivering events, concerts and general seafront services
2. To undertake training as required including health and safety in the workplace.
3. To undertake daily duties to the accepted standard.
4. Ensure buildings, facilities and leisure activity areas are secure as appropriate and maintained to required standards of cleanliness and repair and take responsibility for compliance with Health and Safety legislation and policies.
5. Support and encourage customer empowerment and self –serve.

Key Tasks

1. Fulfil the role of Events and Seafront Assistant, supporting the efficient and effective operation of the service including key holding where appropriate, opening and/or closing of relevant events/ buildings and other venues.
2. Support with administration tasks related to licencing vendors, bands, third party events and other seafront activities.
3. Support with ensuring that the events and seafront activities run efficiently and provide best value and are compliant with health and safety legislation, policies and procedures including reporting incidents/accidents.

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4. Assist in the delivery of a programme of events and activities including planning, co-ordination, sales, promotion and marketing.
 5. Ensure all administrative and financial tasks are carried out effectively and within specified deadlines including cash handling.
 6. Carry out a range of other related duties to ensure the service is delivering its aims and objectives.

Working effectively with customers, stakeholders and partners

7. Work as part of an effective Event and Seafront Service delivery unit that attains the highest possible standards of customer care.
8. Act as an ambassador for the Council dealing with customer and business issues, resolving these as far as possible on initial contact or making referrals to other teams.
9. Proactively collaborate with other colleagues to resolve issues and identify and implement improvements in performance and customer service.
10. Work in partnership with external organisations, sponsors and relevant agencies including the police; engage with the community to deliver events and seafront services; provide information and advice.

Customer empowerment

11. Proactively market to customers the benefits of digital and self- service channels demonstrate and coach them in their use.
12. Champion opportunities for increasing customer self- serve and enabling, participate in cross service project teams to implement ideas.

Information and knowledge

13. Actively maintain knowledge of relevant legislation and good practice, including health and safety, child protection, and safeguarding in relation to children, young people and vulnerable adults.
14. Access and accurately update all relevant information systems as appropriate.
15. Actively develop and maintain a working knowledge of Council.

Corporate Accountabilities

1. To promote equality of opportunity in service delivery in line with strategic commitment and corporate policies.
2. To promote a culture that is supportive of the Councils' purpose, aims and values, and to take all reasonable steps to maintain good employee relations.
3. Staff are encouraged to participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the Council's activities.
4. To understand and apply the council's Data Protection and Data Quality policy and procedures.
5. Any other duties commensurate with the nature of the post.
6. Work shifts to meet the requirements of the role.
7. You will be required to support Eastbourne Borough and Lewes District Councils' corporate priorities and to ensure business continuity e.g. emergency response, elections, deployment to critical services.
8. This role is considered to be safety critical and will therefore be subject to the councils' drugs and alcohol policy which is contractual. The policy is available in full to all staff appointed to this role and will be applicable for the duration of their employment in this or any other role considered to be safety critical.
9. To work within the councils' Core Competencies Framework(s). Central to the delivery of the role are the values and behaviours set out below. These are shared by all employees and applied to everything we do. The bullet points for each competency are examples of performance required:

Core Competencies

Sharing the Vision – Shaping the Future	<ul style="list-style-type: none">• Understands the Council's purpose, goals, objectives and values, and is willing to behave consistently with them.• Knows the strategic direction of the Council and acts in support of it.
Communicating Well	<ul style="list-style-type: none">• Contributes to and participates in an organisation where high quality information flows smoothly both internally and externally. Works positively to gain understanding from others.

Driving Improvement, Performance and Results	<ul style="list-style-type: none"> • Takes responsibility and ownership for decisions, actions and results. • Takes actions to improve skills, knowledge and level of contribution. • Seeks and delivers high standards for self, team and Council.
Self Management – self motivated and professional	<ul style="list-style-type: none"> • Is organised and uses time and technology efficiently. Adopts a flexible approach to change.
Delivering for our Customers	<ul style="list-style-type: none"> • Demonstrates a desire to identify and give priority to meeting the needs of internal and external customers, generating high levels of customer satisfaction.
Working Together	<ul style="list-style-type: none"> • Actively contributes to team working, sharing information, valuing the input of others. Works cooperatively and is committed to building productive, positive relationships. • Demonstrates commitment to achieving overall team objectives.

This job description sets out the duties of the post at the time it was drawn up. Such details will vary from time to time without changing the general character of the duties or the level of responsibility involved.

EBC has a number of shared roles with Lewes District Council (LDC), and EBC and LDC are taking advantage of opportunities as they arise to align systems and/or posts within the two authorities in order to generate benefits in terms of quality, savings or resilience. This role is a shared service role the post holder will contribute to existing shared arrangements and commit to the vision of further opportunities.

PERSON SPECIFICATION FOR EVENTS AND SEAFRONT ASSISTANT

QUALIFICATIONS

Essential	Desirable
<ul style="list-style-type: none">• Educated to GCSE standard including English and Maths at Grade C/4 or above or qualified by strong relevant experience.• Driving Licence	<ul style="list-style-type: none">• NVQ• First Aid Certificate

TRAINING

Essential	Desirable
<ul style="list-style-type: none">• Microsoft Office• Customer Service• Equalities• Health and Safety	<ul style="list-style-type: none">• Box Office Software

SKILLS & ABILITIES

Essential	Desirable
<ul style="list-style-type: none">• Proactive with commitment to provision of excellent customer service• Ability to prioritise, meet deadlines and work effectively under pressure• Good communication skills both written and verbal.• Ability to handle difficult situations effectively and sensitively.• Numerate and operating in accordance with financial rules.• Decision making and problem solving• Committed to high standards of performance and quality.	<ul style="list-style-type: none">• Radio communication handling• Project management• Stock control

KNOWLEDGE

Essential	Desirable
<ul style="list-style-type: none">• Relevant knowledge of area of operation Knowledge of Eastbourne, its event programme and attractions	<ul style="list-style-type: none">• Broad knowledge of the Council• Local byelaws relevant to work area/locations

<ul style="list-style-type: none"> • Knowledge and understanding of Health and Safety issues affecting the workplace and the relevant activities • Knowledge and understanding of current relevant legislation including health and safety, child protection, and safeguarding. 	<ul style="list-style-type: none"> • Knowledge of administrative and financial procedures and principles of stock control
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5. EXPERIENCE

<p>Essential</p> <ul style="list-style-type: none"> • Working within a customer service environment 	<p>Desirable</p> <ul style="list-style-type: none"> •
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6. PHYSICAL, LEGAL AND OTHER REQUIREMENTS

<p>Essential</p> <ul style="list-style-type: none"> • Flexible to undertake unsocial hours working including evenings, weekends and bank holidays • Willingness to work within the councils' Management and Core competency frameworks • An engaging, enthusiastic and positive manner with a strong "can do" approach 	<p>Desirable</p> <ul style="list-style-type: none"> •
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All staff must be prepared to have an understanding of the Equal Opportunities, Customer Care and Health and Safety policies. Managers in particular, must have a commitment to implement and abide by these policies.

TERMS AND CONDITIONS

Lewes District and Eastbourne Borough Councils have been on a transformational journey to fully integrate services. This has involved integrating staff teams, processes and systems whilst still retaining sovereignty of the individual councils.

The employer will be Eastbourne Borough Council.

Duration

This is a permanent contract.

Conditions of Service

The conditions of service for this post are for the National Joint Council (NJC) for Local Government Services. The post is graded Band C.

Salary

The spinal column points (SCP) for the post are as follows (based on 37 hours per week) :

SCP 06	£24,286
SCP 07	£24,695
SCP 08	£25,112
SCP 09	£25,537

Hours

The hours for this post are 30 a week. These will be worked within operational requirements. Actual starting and finishing times will be agreed with your manager. Within these boundaries the Council operates a flexitime scheme for all but Heads of Service. Details will be supplied to the successful candidate upon appointment.

Place of Work

Your normal place of work will be the Devonshire Quarter, or such other places within the boundaries of Lewes District and Eastbourne Borough as may reasonably be required.

Probationary Period

All posts are subject to a six months' probationary period where your suitability for the post will be assessed. During this time your progress will be reviewed and discussed with you at regular intervals.

Casual User Car Mileage

You will be entitled to mileage as a casual user on official business. This mileage is reviewed annually.

Annual Leave

The leave year runs from 1 April to 31 March and entitlement varies with length of service. The current minimum entitlement is 26 days. This increases to 30 days in the leave year following completion of five years' service. Subject to the demands of the post, you will normally receive additional paid leave on each Public Holiday.

An employee who starts part way through the year will receive a proportion of the basic holiday entitlement. For operational reasons some Service Areas have to restrict the maximum amount of holiday taken at any one time and its timing in the year. Holiday commitments entered into before taking up an appointment will be honoured wherever possible.

Notice Period

The contract of employment applicable to this post will specify a minimum period of one calendar months to be given by either side.

Pension

We provide membership of the Local Government Pension Scheme (LGPS) to employees aged under 75 who have a contract of employment that is for at least 3 months. The LGPS is a qualifying pension scheme, which means it meets or exceeds the government's standards.

All employees are automatically entered into the Local Government Pension Scheme unless they choose to make alternative provision for pension. Scheme members contribute the percentage of salary as set out in the table below. We will also make an employer's contribution to the scheme.

The contribution bands with effect from 01 April 2023 are:

Pay Range	Contribution
Up to £16,500	5.50%
£16,501 to £25,900	5.80%
£25,901 to £42,100	6.50%
£42,101 to £53,300	6.80%
£53,301 to £74,700	8.50%
£74,701 to £105,900	9.90%
£105,901 - £124,800	10.50%
£124,801 - £187,200	11.40%
£187,201 or more	12.50%

The pay ranges will be increased each year from 01 April in line with inflation. Based on the salary for this role, the contribution will be 5.8%