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| Role profile |  |
| **Title** | Events Officer |
| **Grade** | GRADE E |
| **Reference:** | N165A1482 |
| **Reports to:** | Marketing & Events Manager |
| **Work style Definition** | Office based hot–desk/touch down worker |
| **Primary purpose of role** | To manage and deliver large, medium and small city events as well as support the management and delivery of the Plymouth major events programme which includes, national and civic events, festivals and concerts in accordance with the Events Strategy and annual Events Plan to achieve the citywide aspiration for Plymouth to become a destination of choice for inward investment, visitors and businesses. |
| **Key accountabilities and key measures** | **Role outcomes*** the planning and delivery of Council and citywide events in accordance with the Annual Events Plan. eg Flavour Fest with 100,000 visitors, Seafood Festival. (40%)
* To support the planning and delivery of the more significant events where attendance/ crowd size and activities considerably increase the level of risk. (10%)
* Responsible for the health and safety and legislative compliance to ensure all events are delivered safely. (10%)
* Budget management and forecasting for individual events. (10%)
* Manage the tendering and licencing for concessions to maximise income generating opportunities, securing sponsorship from businesses. (10%)
* Management of procurement of contractors in accordance with PCC guidelines including the production and evaluation of, RFQ tenders for specialist contractor infrastructure. (10%)
* Allocation and management of staff resources ie council staff, security, medical and stewarding and acting as the responsible, qualified, competent and experienced Senior officer on site for safety purposes and decision making. (10%)
 | **Role measures*** Collation and production of accurate and comprehensive operational event plans detailing the operational delivery of events and the mitigating control measures in place.
* Public, partner and stakeholder satisfaction.
* Planning and delivery complies with all statutory and legislative compliance
* Resourcing spend is kept within departmental budget.
* Event sponsorship and income generation in excess of £60,000
* Procurement is seen as fair and transparent.
* Appropriate procedures are put in place so that no significant incidents or accidents are reported and Incident Logs are kept for each event and analysed for lessons learned.
* Complaints are responded to in a timely and helpful fashion and are analysed for lessons learned.
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| **Key activities** | * Contribute to the development and delivery of the Annual Events plan. (5%)
* Completion of Risk Assessments, Fire Risk Assessments, Contingency plans, Traffic Management plans and liaison with City wide Events Safety group and other relevant agencies. (15%)
* Direct supervision of PCC staff and contractors at events to ensure a collaborative working arrangement by all operationally. (5%)
* Identification of resource requirements for council staff such as event officers, street cleansing, highways and contractor staffing levels at events and adjusting these where necessary. (5%)
* Respond to all complaints and Freedom of Information requests to comply with statutory duties. (5%)
* Maximise opportunities to drive the ongoing efficiencies and commercial opportunities linked with events and contractors. (10%)
* Work with Destination Plymouth, Plymouth City Centre BID and Plymouth Waterfront Partnership BID to facilitate and deliver high profile events. (10%)
* Drafting of contracts, licences relating to attractions and traders at event. (5%)
* Check the safety, security and insurance of infrastructure and equipment and visiting fairgrounds and circus. (10%)
* Production of analytical reports showing insurable equipment and values and ensuring adequate cover is in place. (Responsible for insurable risks up to £3,500,000). (10%)
* Professional advice to 3rd party event organisers on Council land and ensure paperwork and control measures meet legislative requirements. (10%)
* Event planning and de-briefs with key partners such as medical, security, traffic management, police and fire service. (10%)
* Carry out other duties appropriate to the grade of the post.
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| **Essential qualifications/ knowledge** | * NVQ3 level 3 Management of Spectator Safety, or equivalent, or substantial relevant experience
* Knowledge of all current legislative guidance and industry standards for events and the licensing act
* (Health & Safety at Work Act 1974, Management of Health & Safety Working regulations, Workplace regulation 1992, Occupiers Liability Act 1957 & 1984, RIDDOR 1995, The Purple Guide to Health, Safety, Welfare, Music and other event, HSE Managing Crowd Safety, Equality Act 2010, The Regulatory Reform Act (Fire Safety Order) 2005, Road Traffic Act 2011, Private Security Act 2001, NACTSO counter terrorism protective security advice for events, CDM Regs 2015, HSE 175 Fairgrounds, Civil Contingencies Act
* Knowledge of crowd safety and event management
* Knowledge of public safety at festivals and mass gatherings
* A full driving licence (as events are generally out of hours and may require commuting in unsociable hours).
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| **Desirable qualifications/ knowledge** | * Degree or NVQ level 4 Management of Spectator Safety
* IOSH Managing Safely (if supported by proven experience)
* Knowledge of crowd science and behaviour and crowd modelling and movement
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| **Essential experience**  | * Experience in Managing events including the allocation and supervision and coordination of ancillary events staff such as medical, security, stewards etc.
* Experience of compiling operational and safety plans, risk assessments,
* Experience of working unsupervised and decision making.
* Experience of the facilitation of site builds, event deliveries and site de-rigs.
* Experience of managing event budgets.
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| **Desirable experience**  | * Developing new events.
* Experience of creative and innovative thinking around income generation to maximise financial efficiencies and commercial opportunities.
* Experience of the marketing and sponsorship of events.
* Experience of multi-agency working particularly with the Police and Fire and Rescue service to minimise safety risks to the public and to develop and implement emergency plans.
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| **Essential skills** | * Ability to produce event operational plans and supporting documentation in line with event legislation and guidelines
* Ability to utilise specialist events knowledge and expertise to plan and deliver within legislation to ensure the health and safety of events personnel such as performers, council staff, contractors and the public
* Ability to be decisive and make criteria based decisions -weighing up evidence against legislation boundaries and guidance.
* Ability to dynamically assess risk and emergencies and react with instructions to staff and contractors.
* Ability to respond to varying situations involving members of the public requiring conflict resolution.
* Ability to work long and unsociable hours including evening and weekends, working for long periods of time, in all weathers and exposed environments.
* Communication skills vary from dealing with highly confidential information, to producing clear and concise written and verbal reports and presentations to a broad range of audiences including influencing, negotiation, consultation and advocacy skills, including briefings for members or business organisations, residents groups.
* Good keyboarding skills using MS Outlook, Word, Excel and Powerpoint to produce emails, documents, spreadsheets and presentations.
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| **Corporate standards*** In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance.
* Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council’s constitution and its policies and procedures.
* Work within the requirements of the Council’s Health and Safety policy, performance standards, safe systems of work and procedures.
* Undertake all duties with due regard to the corporate equalities policy and relevant legislation.
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