
Recruitment information

Job description and person specification

Your title

Events and Support Officer

DBS Check

This post requires an enhanced DBS certificate in the adult workforce including a check of the adults' barred list.

Aspects of this role that require this level of check are around, having to step in on an emergency basis, and:

- in delivering Meals on Wheels, physically assisting adults in eating and drinking, e.g. plating up and / or cutting up their meals, bringing cutlery to them, filling a glass with water / another drink and bringing it to them. All this in the Meals on Wheels service-user's own home.
- in providing personal care at a Centre for the Community, physically assisting and / or advising adults in eating and drinking, e.g. cutting up their meals, filling a glass with water / another drink, and toileting and washing and bathing / showering.

All this in the setting of any of Elmbridge Borough Council's seven Centres for the Community, as a specific duty and responsibility of the role is to support Centre Managers maintain front line services in emergency situations. This can include Centre cover for a short time.

Please, refer to the Safeguarding Vulnerable Groups Act 2006 Schedule 4 Part 2 paragraph 7.

Post number	PRN000251
Your team	Community Support Services
You would be based	Civic Centre, Esher
Your line manager	Head of Community Support Services



Elmbridge Borough Council

... bridging the communities ...

About the role

We are seeking a creative, well-organised officer who can support the community support services division with promotional activities and business continuity. The post-holder will be passionate about community services, with the ability to work in partnership with voluntary sector, health and social care and local businesses, as well as internal council departments.

Community Support Services is a frontline service that strives to meet our customers' needs in many aspects of their lives from community based social activities and support services supporting frail older people including people with a Memory Loss Condition, Learning Disability and Carers. Other support services include Meals on Wheels, (that could also include tea time and breakfast services delivered at the same time) Community Transport, Dial A Ride, Hire A Bus, Taxi Vouchers, Community Alarm and Technology Services, support for the voluntary sector in terms of funding and officer support and volunteering across our services.

The role of the of the Community Support and Events Officer is to support the Community Support Services department with promotional events, projects, support forums, meetings, and service support which will enable Community Support Services to continues to deliver the seven service areas to a high standard.

The main purpose of the role:

- The role of the Community Support and Events Officer is to appropriately engage in community support services strategy work, wellbeing initiatives and business development.
- To directly support the Head of Community Support Services on the Equality and Diversity Forum and other projects relevant to all service areas.
- To reduce social isolation by working in partnership with the voluntary, community and faith sector, as well as local businesses and internal council departments.
- To develop, action and coordinate a range of projects, events, service launches and marketing/engagement campaigns across the division.
- To provide practical support to centres and services when the needed arises which could require covering a Centres.
- To support with Volunteer recruitment and Volunteer DBS renewals for all Centres.

Specific duties and responsibilities

- To develop and support on specific projects being rolled out across any of the eight community support services. This includes activities listed in the annual service delivery plan.
- To have a lead role in creating and establishing the marketing and engagement plan, taking forward any appropriate actions.
- To offer event management support to the division, when appropriate.
- To evaluate, review and monitor Community Support Services marketing campaigns.
- To effectively monitor and/or manage the marketing and training budgets for the division.
- To work in partnership with the council communications team to support larger campaigns/events throughout the year.
- To support the Head of Community Support Services in producing reports, attending meetings and reviewing areas of activity.
- To support the development of The Elmbridge Trust for Older People.
- To develop and coordinate training for the Community Support Services division.
- To support Centre Managers to maintain front line services in emergency situations. This can include Centre cover for a short time.
- To support the Community Support Services team in writing reports, reviewing policies and preparing funding applications.
- To line manage the Marketing and Communication Officer.

What's missing?

Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on-board other tasks from time-to-time, in keeping with your role of course.

Your conduct

We expect the highest standards of conduct from our employees and at all time you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

Equal opportunities

We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

Health and safety

We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.

Personal and sensitive data

You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

Talent development

We have a talent development programme that includes regular one-to-ones, mid-year reviews, end of year performance reviews and a strong and varied learning and development programme.

You will be expected to get involved in this talent programme to ensure you are performing at the highest level.

Confidentiality

We are committed to maintaining privacy of all staff and customers. We expect all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

Person specification

Please read the details on this form carefully before you complete your Application Form. This form lists the essential requirements needed in order to do the job.

Your written application will be considered in relation to the essential knowledge, skills, abilities, education and experience required for the job and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

What you need to tell us on your application form:

- You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.
- For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education and experience make you suitable for this post.
- These may have been gained through previous employment, voluntary/community work, spare time activities, home responsibilities, training or languages spoken.
- You should also include anything else relevant to the job which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom

Insert title: Events and Support Officer

Post No: PRN000251

Team: Community Support Services

Hours: 36

Salary: SP 6 £28,407 - £30,212

Car Allowance: C2

Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
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Qualifications and Education			
1	Degree level/ Health and Social Care or relevant related qualification	Essential	A and I

Experience			
2	Experience with event management, marketing and promoting services	Essential	A and I
3	Placement or volunteering experience that can evidence appropriate links to health and social care	Desirable	A and I
4	Working with local authorities/ community or voluntary sector	Desirable	A and I
5	Arrange and deliver training for staff	Essential	A and I

Knowledge, skills and abilities			
6	Ability to use MS Office packages (Word, Publisher, In Design and Excel primarily)	Essential	A and I
7	Ability to take forward social media opportunities	Essential	A and I
8	Communicates effectively	Essential	A and I
9	Report writing	Essential	A and I
10	Project management skills	Essential	A and I
11	Ability to develop new initiatives	Essential	A and I
12	Speaking publicly to an audience	Desirable	A and I
13	Able to work alone or as part of a team	Essential	A and I

Special requirements			
14	Flexible with respect to working hours	Essential	A and I
15	An enhanced DBS check is required for this role. This will be obtained after the post has been offered.	Essential	A and I
16	Driving licence holder and access to a car	Essential	A and I