



Ipswich Borough Council
Job Description: X46

**Shows & Events Officer Apprentice
Arts and Entertainments**

MAIN PURPOSE OF JOB

To contribute to the success of operations and events at Ipswich Arts and Entertainments facilities

MAIN DUTIES

1. Support the organisation of events/activities at the Ipswich Regent, Town Hall and Corn Exchange whilst observing and implementing Health & Safety regulations to ensure the safety of visitors and staff.
2. Assisting with the facilitating and delivery of the shows, conferences, and events within the Arts & Entertainment venues.
3. To assist with all aspects of bar and cellar management, whilst observing the licencing laws and council policies.
4. Listen, interpret and understand customer needs to ensure a high level of customer service is delivered.
5. To work with hirers & promoters to ensure a professional and high level of service are achieved in line with council policies.
6. To work towards an appropriate Apprenticeship qualification with due diligence
7. Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.

PERSON SPECIFICATION

Shows & Events Officer Apprentice

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Knowledge / Qualifications	<p>English and Maths to GCSE level or equivalent</p> <p>A basic knowledge of Health & Safety duties and safe practices within the bar</p> <p>Basic Awareness of licencing laws</p>	<p>Personal Licence</p> <p>First Aid At Work</p>	Certificates
Work related experience, skills and competencies	<p>Experience in a Customer Service Environment</p> <p>Ability to use MS Office, particularly Outlook, TEAMS, Word and Excel</p>	<p>Experience of working in a Front of House or bar</p> <p>Experience of working in an entertainment's environment</p>	Application/ Interview
Personal Skills	<p>Ability to communicate effectively with different groups of people, both verbally and in writing</p> <p>Ability to pay attention to detail</p> <p>Well organised e.g. to plan, schedule and monitor activity/events effectively</p>	<p>Good presentation skills e.g presenting information to potential customers</p>	Application/ Interview
Special working conditions	<p>Evening and weekend work required</p>		Application/ Interview