

TAVISTOCK TOWN COUNCIL



PERSON SPECIFICATION

Job Title: Duty Officer

QUALIFICATIONS/ KNOWLEDGE &SKILLS/EXPERIENCE	ESSENTIAL	DESIRABLE
<p><u>Qualifications</u></p> <ol style="list-style-type: none"> 1. Minimum of 3 GCSEs (or equivalent) including Maths and English Language 2. 3 day First Aid at Work 3. BIIAB Personal Licence 4. Level 2 NVQ Certificate in Customer Service and Level 3 NVQ Certificate in Occupational health and Safety 5. Food hygiene/Cellar Management 	<p style="text-align: center;">√</p> <p style="text-align: center;">√ (or to achieve within 12 months of commencement of post)</p> <p style="text-align: center;">√ (or to achieve within 6 months of commencement of post)</p> <p style="text-align: center;">√ (or to achieve within 12 months of commencement of post)</p> <p style="text-align: center;">√ (or to achieve within 18 months of commencement of post)</p>	
<p><u>Knowledge and Skills</u></p> <ol style="list-style-type: none"> 1. Ability to supervise an event 2. Ability to interpret work instructions, both written and verbal, and implement them 3. Good communication skills and ability to work with a diverse range of stakeholders 4. Good written skills 5. Basic knowledge of administrative processes and good practice 	<p style="text-align: center;">√</p> <p style="text-align: center;">√</p> <p style="text-align: center;">√</p> <p style="text-align: center;">√</p>	<p style="text-align: center;">√</p>

<ul style="list-style-type: none"> 6. Basic knowledge of Health & Safety practices relevant to work environments 7. Building security skills 8. Event management skills 9. IT skills commensurate with the post 	<p style="text-align: center;">√</p> <p style="text-align: center;">√</p> <p style="text-align: center;">√</p>	<p style="text-align: center;">√</p>
<p><u>Experience</u></p> <ul style="list-style-type: none"> 1. Minimum of 1 year working in the public sector 2. A minimum of 2 years' supervision of events experience 3. A minimum of 2 years' experience supporting a team 	<p style="text-align: center;">√</p>	<p style="text-align: center;">√</p> <p style="text-align: center;">√</p>
<p><u>Additional Requirements</u></p> <ul style="list-style-type: none"> 1. Be physically capable of undertaking necessary duties 2. Current Full Driving Licence 3. Technically competent bar management 4. Technically competent re: organisation/set up of events/stall allocation 	<p style="text-align: center;">√</p>	<p style="text-align: center;">√</p> <p style="text-align: center;">√</p> <p style="text-align: center;">√</p>
<p><u>Other</u></p> <ul style="list-style-type: none"> 1. A willingness to undertake training, as necessary 2. Ability to work outside normal hours when required re: job description duties pertaining to servicing meetings, events and management of business 	<p style="text-align: center;">√</p> <p style="text-align: center;">√</p>	