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| **Oxford City Council**Building a world class city for everyone | Home |
| Career Opportunity |

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| Job Title | Sales & Events Assistant  |
| **Job reference**  | HR use only |  |
| Service Area / Directorate | Community Services |
| Salary and Grade | G4: £23,333 to £24,044 per annum - (pro rata for part time) |
| Contract | Permanent |
| Hours per week | 18 |
| Location | Work from home/ Oxford - Town Hall |

# The role

This is an exciting opportunity for an experienced and highly motivated person to join the team at the beautiful Grade II\* Victorian Oxford Town Hall.

The Sales & Events Assistant will support the sales and events team at our stunning Grade II\* Victorian Oxford Town Hall in the heart of Oxford city centre. The venue hosts thousands of events a year from wedding and conferences to key civic events and Christmas parties.

We are looking for an individual with previous administrative and customer service experience. You will be well organised, a good communicator with a good knowledge of computers and various software packages.

We support flexible working. There is an expectation for you to work at least one day per week with the sales & events team in Oxford Town Hall, with flexible working options for the remaining hours.

# About us

Oxford City Council prides itself on delivering high quality, cost effective public services. Oxford is a world class city and the Council has high aspirations for its services and employees. We are a multi-award winning Council and in May 2017 we were re-accredited at Gold level for Champion IiP status.   Our other awards include the Institute of Revenues Rating & Valuation (IRRV) ‘Excellence in Innovation (General)’ winners 2017, Oxfordshire Environment Partnership (OEP) ‘Best Food Waste Reduction and Collection System’, and several ‘Team of the Year’ national and regional awards across our Service Areas. This builds on our previous success in achieving ‘Council of the Year’ in 2015. We are accredited with the Customer Service Excellence Quality Mark which helps us to ensure that the customer is always placed at the heart of everything we do.

With over 700 staff dedicated to delivering the best service possible to our communities this is an exciting time to be working in Local Government. We focus on improving outcomes for local people and you might be surprised at the range and quality of the services we provide.

We offer a fantastic range of staff benefits that include generous holiday (from 28 days a year plus bank holidays), local government pension scheme, subsidised leisure membership, discounted travel and flexible working in many roles. We offer well-defined opportunities through our learning and development programme. We also have an employee wellbeing programme, an employee assistance programme and support via our dedicated occupational health service.

# How to apply

More information is available on the role profile document. Please read this document to ensure that you meet our requirements. More information about working for the Council, our values and vision, is available on our web site.

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| Applications should be made via our online application system (no CVs please). |
| For further information and how to apply online, please visit [**www.oxford.gov.uk**](http://www.oxford.gov.uk) |
| If you are unable to access our website please call **01865 252848**. **Note**: For roles that require a DBS Certificate (Enhanced and or Barred List check), candidates are required to supply their complete work history. Please ensure you explain any gaps in your work history. **Coronavirus information: It is intended to conduct interviews via a video conferencing platform such as Zoom or Jitsi; please contact us if this is not an option for you. For most roles the successful applicant will be expected to work from home for the immediate future. They should ensure that they have reliable and secure wifi access; a suitable workspace and are prepared to undertake distance learning and training.** |
| Closing Date:  | 07 April 2022 | Late applications will not be processed |
| Interview Date(s): | 26th, 27th and 28th April 2022 |
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For an informal discussion about the post please contact Cath Poucher on 01865 252826 or email cpoucher@oxford.gov.uk

**We are an equal opportunity employer:**

We value the diversity of our people and actively seek to have a workforce that represents the rich diversity of the community we support. We have policies in place to ensure that every applicant and employee can flourish and succeed. Currently we are underrepresented in some areas, and would particularly welcome applicants from BAME communities. All applicants will be given fair consideration for work and will not receive less favourable treatment on the grounds of any protected characteristic.

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| **Oxford City Council**Building a world class city for everyone | Home |
| Role Profiles |

# Role information

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| Job Title | Sales & Events Assistant | Position No. | HR use only |
| Position type | Permanent | Hours per week | 18 |
| Grade and Salary Range | G4: £23,333 to £24,044 per annum - (pro rata for part time) |
| Location | Work from home/ Oxford - Town Hall |
| Service Area / Directorate | Community Services |
| Responsible To | Sales, Events & Marketing Manager | No. of employees | N/a  |
| Budget (£) | N/a | Assets | N/a |
| Rehabilitation of Offenders Act 1974 | Exempt | Additional Screening | N/A |
| Candidate Screening | **Not required** |
| Political Restriction | **This post is not politically sensitive** |

# Role purpose

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| * To support the Sales & Event teams with the selling and marketing of events
* General administration duties to support the team
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# Role responsibilities and main duties

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| * Answering incoming calls in a polite and professional manner
* To assist the team monitor the email inbox and deal with any enquiries
* Supporting the team with communication and marketing activities such as scheduling social media posts and ensuring the website is up to date
* Supporting the sales and events team during times of high workload and leave
* Use of booking software to make accurate internal and external bookings, highlighting conflicts in the diary; place refreshment & equipment orders.
* General administrations duties to support the team including:
	+ Updating of weekly schedules to ensure all team are advised of changes to requirements and kept fully informed requiring excellent communication skills
	+ Liaising with café to ensure client orders and requirements are delivered
	+ Maintaining filing systems and customer databases,
	+ Sending out brochures and written correspondence
	+ Keeping accurate records at all times, being organised and methodical and adhering to the departmental procedures
* Any other duties related to the role.
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The duties and responsibilities set out in this role profile are indicative of the role. They are however, subject to change and you will be required from time to time to undertake other duties commensurate with your grade.

# Our commitment to Safeguarding

Oxford City Council is committed to safeguarding and promoting the welfare of children, young people and adults at risk and requires all staff and volunteers to demonstrate this commitment in every aspect of their work.

# Who we are looking for

Candidates will be shortlisted on the basis of demonstrating that they fulfil the following criteria in their application form and should include clear examples of how they meet these criteria.

Each of the criteria below will be measured through, the application form (A), interview (I), test/exercise (T) or documentation (D).

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| Essential Criteria | A | I | T | D |
| Experience of working in a customer facing environment |[x] [ ] [ ] [ ]
| Excellent communications skills – both verbal and written |[x] [x] [ ] [ ]
| Organisational skills with an attention to detail |[x] [x] [ ] [ ]
| The ability to work as part of a team and on your own |[ ] [x] [ ] [ ]
| Strong administrative skills |[x] [ ] [ ] [ ]
| IT literate with demonstrable knowledge of Microsoft Office |[x] [x] [ ] [ ]
| A professional and courteous manner with excellent customer service skills |[x] [x] [ ] [ ]

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| Desirable Criteria | A | I | T | D |
| Previous experience working in an events venue |[x] [x] [ ] [ ]
| Previous experience of using bookings and events software |[x] [x] [ ] [ ]
| Previous experience working with social media and updating websites  |[x] [x] [ ] [ ]

# Notes to candidates

In addition to the above criteria, Oxford City Council has developed and embedded a suite of values and behaviours. Full details of these can be found on our web page, under Working for Us. Please familiarise yourself with these values and behaviours. If you are invited for interview you will be asked questions based on them.