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| **Person Specification – Support Officer** |

**\* \* \* This post is exempt from the provisions of the Rehabilitation of Offenders Act – applicants must disclose all criminal convictions including those which are ‘spent’, in addition to any cautions and bindover orders received in the last 12 months \* \***

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| **Criteria** | Essential requirements | **\* M.O.A** |
| **Skills, knowledge, experience etc** | | |
|  | Knowledge of the Licensed Trade and of Licensing Laws. | I & A |
|  | Experience in the development, delivery and management of events. | I & A |
|  | Knowledge of the Town Council’s policies and procedures relating to the role. | I & A |
|  | Experience of positive engagement with residents, community groups, Town Council stakeholders and partners. | I & A |
|  | Excellent communication skills, both orally and written. | I & A |
|  | Experience in the accurate completion of tasks within agreed timescales. | I & A |
|  | Experience of the hospitality trade including food production. | I & A |
|  | Knowledge of building and security management systems. | I & A |
|  | Awareness of H&S regulations appropriate to the role. | I & A |
|  | The ability to apply stock rotation systems and other actions to minimise waste. | I & A |
|  | Experience in providing support to external Contractors working on site. | I & A |
| Qualifications | | |
|  | (New) CLAIT or similar equivalent Level 2 IT qualification. | C |
|  | Appropriate Customer Service qualification. | C |
|  | Level 2 Food Hygiene qualification. | C |
|  | Appropriate Level 2 Health & Safety qualification. | C |

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| **Health and safety** | | |
|  | The ability to use equipment as instructed and trained. | I & A |
|  | The ability to inform management of any health and safety issues which could place individuals in danger. | I & A |
|  | The ability to manually handle and lift safely. | I & A |
| **Personal attributes and circumstances** | | |
|  | Pleasant, courteous and respectful personality. | I |
|  | Resourceful, proactive and decisive, open, honest and trustworthy. | I |
|  | Demonstrate a flexible, motivated and pro-active approach to service delivery. | I |
|  | Willingness to work unsocial hours. | I |

**\*Method of assessment (\*M.O.A)**

**A** = Application form: **I** = Interview : **C**= Certificate

We have a positive attitude to the employment of disabled people and guarantee an interview to those who meet **all** the necessary criteria of the person specification.

Authortised by the Town Council at its meeting on July 2019

**Gerry Allen**

**Town Manager**