

Job Description

Job Title:	Customer Services and Events Assistant
Department:	Department of Infrastructure (the Department)
Division:	Public Transport (the Division)
Location:	Bank Circus
Grade:	Administration Officer (AO)
Responsible to:	Events Officer, Public Transport

Job Purpose

To provide day to day support services for the events and customer services team in the Public Transport Division, including assisting with events and co-ordinating customer and media information, advertising and print.

Main Duties and Key Accountabilities

A. Administration

- Co-ordinating the placing of events advertisements in local and national media, liaising with designers to ensure correct and timely production of artwork, and analysing the value for reporting purposes.
- Inputting events and merchandise onto the Ticketsolve system; printing tickets and liaising with agents and customers as required.
- Managing the distribution of promotional material for upcoming events, and managing day to day contacts with external suppliers.
- Scheduling radio advertising including the placing of adverts, interviews and competitions.
- Assisting with the preparation and delivery of events, including note taking at meetings. This will include working out of office hours at events and occasionally meetings.
- Assisting with the design and printing of annual timetables and other promotional literature, posters and banners; monitoring stocks and ensuring the timely supply to agents as required.
- Assisting in the preparation and dissemination of information for release via internet, intranet, social and traditional media. Monitoring data to assess value.
- Assisting with the administration of the Division's website and social media and email newsletters. Responding to customer feedback and direct messages and emails.
- Monitoring of data and assisting with the development and innovation of events and promotional activity. Preparing and monitoring data for the Director on the operational plan and for senior management/political meetings.
- Maintaining the Division's photographic archive.
- Cover for reception and other administration duties as and when required.
- Undertaking any other duties as allocated by the Customer Services Officer or Events Officer as appropriate to the role and Department business.

B. Client Relationships

- Ensuring regular liaison with stakeholders regarding key initiatives, with a particular emphasis on driving quality through all areas of the sector and feeding back on their outcomes.
- Reviewing customer service policy and identifying and leading appropriate responses to visitor / business client feedback.
- Developing, delivering and monitoring performance management elements of quality and service provision, with specific regard to managing contracts with external suppliers, control of expenditure, value for money, sustainability and opportunities for improvement in the area of quality and service provision.

The post holder with also have responsibility for:

- Delivering, in conjunction with the Division's events personnel, promotional and information materials for development initiatives and events.
- Monitoring the budget for this area of work in line with the Isle of Man Government Financial Regulations and ensuring that initiatives and spending deliver value for money.
- Assisting with co-ordinating the annual estimates for the section and for financial monitoring, control and reporting of budgets under the general financial systems regime established by the Department's Director of Finance and Development.
- Reporting the work of the section to the PS to the Director of Public Transport for the Divisional and Departmental Political Meetings.

The post holder shall perform such duties and observe and comply with such reasonable instructions as the Department, or person duly authorised by the Department, may from time to time give.

Performance Management and Improvement

All Civil Servants have a personal responsibility for performance management. The post holder will be expected to contribute to their annual performance development review and interim performance reviews.

Regular meetings should be held with line managers and half yearly interim reviews are encouraged by the Department of Infrastructure. These are specifically designed to deliver the aims and objectives of the Department.

Health and Safety

The post holder will be responsible for their own health and safety and the impact of their actions on others. They will be responsible for identifying any possible risks or near misses to a responsible manager and /or the Health & Safety Officer / Quality & Standards Manager of the Division.

Reporting Framework

The post holder reports to the Events Officer of the Public Transport Division of the Department of Infrastructure.

The Events Officer, as Line Manager, is responsible as 'Reporting Officer' for the implementation of, and compliance with, the provisions of the Isle of Man Civil Service Performance and Development Review Scheme.

As Reporting Officer, the Events Officer will ensure that in line with the timescale set out in the scheme, amongst other things, an annual:

- Personal Delivery Plan and a Personal Development Plan is agreed with the post holder;
- Review and assessment of the post holder's performance and competency / behaviours is made; and
- Performance and Development Review meetings are conducted.

Integrity

As an appointee of the Department of Infrastructure, the post holder is expected to recognise that their everyday business requires the highest level of personal integrity. Each Officer has a personal responsibility to maintain the confidentiality of all Departmental business and to uphold such confidences.

Competency Levels For This Post Are:

Leading and working together

Level A

Is clear about own role and priorities taking responsibility for providing an excellent service; works supportively as a team player in pursuit of agreed objectives; builds effective working relationships with colleagues; deals constructively with inter-personal issues.

Communicating and influencing

Level B

Communicates openly with colleagues, is confident speaking in a team situation and expresses views in a clear and succinct way. Influences and convinces others to accept or agree to ideas; takes active steps to build acceptance of proposals using knowledge of the organisation.

Achieving results

Level A

Organises own time efficiently, working in an orderly and disciplined way; makes day to day decisions within limits of authority and refers more important decisions in a timely and appropriate manner; delivers agreed tasks on time, liaising with colleagues where necessary.

Delivering a quality service

Level B

Treats customer service as top priority; makes suggestions for improving aspects of service provision; takes on board suggestions for improving the quality of their work and collaborates with others to deliver excellent service.

Changing and learning

Level A

Shows an interest in own self-development; is open to new ideas and willing to consider alternative working practices; accepts and adapts to change or new situations. Applies specialist knowledge, skills and experience in accordance with clearly defined guidelines and standards.

Showing commitment and resilience

Level A

Adopts an energetic approach to work and is enthusiastic and interested in their work; stays calm under pressure and is in control when under stress.

Person Specification

Post: Customer Services and Events Assistant

Department: Infrastructure, Public Transport Division

Job Summary: To provide support to the events and customer services team

Attributes	Essential or Desirable	Method of Assessment
Qualifications		
Minimum of 5 GCSEs at Grade C or above (one of which must be English language) or hold recognised equivalent qualifications	E	CV/Interview
Marketing knowledge or qualification	D	CV/Interview
Experience		
Experience of dealing with the public	D	CV/Interview
Experience of working in a busy promotional, marketing or events role	D	CV/Interview
Knowledge and Skills		
Ability to assimilate new information quickly	E	Interview
Excellent IT skills and full competence in the use of all Microsoft applications, including Excel	D	CV/Interview
Excellent verbal and written communication skills	E	CV/Interview
Excellent analytical, organisational and problem-solving skills	D	CV/Interview
Excellent interpersonal and communication skills	E	Interview
Ability to work individually and in a team	E	CV/Interview
Knowledge of the island's heritage railways	D	CV/Interview
Disposition		
Ability to work as part of a team whilst thriving on working on own initiative	E	CV/Interview

Flexible – willing and able to adapt to changing demands, priorities or objectives	E	Interview
Ability to establish good relationships at all levels, both internal and external	E	CV/Interview
Able to work to strict deadlines	E	CV/Interview
Ability to work to the highest level of accuracy, with close attention to detail and with minimal supervision	E	CV/Interview
Circumstances/Interests		
Isle of Man worker	D	Application form
Hold a full and valid driving licence	E	Application form
Have access to a vehicle for work or the ability to meet the hours of work required for the post	D	Application form