Job Description

Job Title	Lord Mayor Relationship Manager
Directorate	Neighbourhoods and Housing
Service Area	Culture Liverpool
Grade	6
Competency Level	1
Salary	£35,412 - £39,862
Job Type	Office Based
Location	Town Hall
Disclosure and barring service (DBS)	Not Required
Job Evaluation Ref No	A9035

Job Purpose

To provide comprehensive administrative support to the Lord Mayor, including operational support on Civic and Commercial events.

You will act as Lead Officer for the Town Hall Ambassador Team

Directly Responsible For:

City Halls Ambassadors

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Chauffer & Civic Support (In the absence of Civic Manager)

Directly Responsible To:

Civic Manager

Main Areas of Responsibility:

The Lord Mayor of Liverpool is the 'first citizen' of the City of Liverpool and acts as an Ambassador for the city, taking precedence over all other members and officers of the Council at all events. During their year in office, the Lord Mayor undertakes numerous engagements, promoting the City as well as taking part in civic and ceremonial occasions to support the City's CSR and educational initiatives

LORD MAYOR / CIVIC DUTIES

- You will provide excellent comprehensive administrative support to the Lord Mayor as their PA and Ambassador Officer, working at Liverpool Town Hall
- You will have demonstrable Personal Assistant experience with a proven ability to carry out a full range of administrative duties to a high standard
- You will fulfil the role of customer contact officer for the Lord Mayor's office
- You will co-ordinate all of the Lord Mayor's engagements, organising the Lord Mayor's diary and all related paperwork and correspondence on diary matters
- You will lead on the long term planning alongside the short term detail of the Lord Mayor's diary engagements
- You will plan, organise and control the daily activities the Lord Mayor is involved in and communicate event specifications to the relevant stakeholders accordingly
- You will assist in ensuring the Lord Mayor always receives the highest quality chauffeuring and attendant services

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- You will schedule and oversee the maintenance of the Lord Mayor's robes, chains and regalia etc
- You will administer Civic and Ceremonial events/functions as and when required by the Town Hall Venue & Operations Manager.
- You will possess excellent interpersonal skills and be able to deal with a wide range of people at all levels, including very senior VIPs & Civic representatives
- You will maintain an efficient link in the administration of the Lord Mayor's designated Charities and associated representatives
- You will ensure the provision of appropriate hospitality to Lord Mayor visitors and visiting VIP's as and when required

OPERATIONS / EVENT OPERATIONS

- You will contribute to the development of efficient systems of working and Standard Operating Procedures etc. in relation to all Lord Mayor & Town Hall activity, including commercial events, weddings & conferences
- You will participate and contribute in Civic event planning meetings as well as attending Joint Agency Meetings in relation to these
- You will participate in the Town Hall roster to act as 'Event Supervisor' at all events that may take place within Town Hall
- As 'Event Supervisor' you will provide operational support and supervision in all aspects of the event with particular reference to the security, safety and welfare of staff, guests and service users
- You will complete post-event reports and consumption sheets for each event promptly after the event in order for invoices to be raised correctly
- You will on occasion be required to carry out front of house duties, assisting with reception duties /guest check-in / meet & greet, liaising with clients, suppliers, internal departments and ensuring a professional and customer focussed service is provided at all times

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- You will place orders for goods and services using the SAP system and take responsibility for the administrative duties associated with this
- You will ensure cleanliness of public spaces and your own personal work area to ensure it is befitting of an important Civic office at all times

MANAGEMENT

- You will act as Lead Officer for the co-ordination of the Town Hall Ambassador team which includes ensuring operational positions are adequately covered, keeping management and team members informed of any changes to requirements, leading on the Ambassador uniform, training, induction, communication and event briefings

SALES / MARKETING

- You will contribute to the upkeep of the Town Hall digital assets & platforms which includes social media, website, e-comms and image gallery portal
- You will support the marketing of events by sourcing and securing images, copy and content that can be used on Town Hall website and on social media channels
- You will work with Communications and PR managers to ensure maximum awareness of events, including production of press release content & co-ordination of press events
- You will produce post event reports and share with the Sales Development Manager for them to follow up on future lead generation and business development.
- You will assist with strategic business growth by collaborating with the Venue & Event team, having creative input into client presentations, pitches and tenders

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- You will develop & maintain excellent working relationships with all event partners and suppliers to encourage events to Town Hall and sharing referral opportunities to the Events Team

HEALTH & SAFETY

- You will ensure complete compliance with all Health & Safety requirements applicable to Events, organising, implementing, managing & controlling all aspects of HASWA including all LCC rules, policies and procedures
- You will agree to undertake training to be a designated First Aid responder

Supervision and Management Responsibility:

- Ensuring activities are planned to include meaningful one to one conversations, quality annual appraisals and regular workforce planning and development
- Manages performance and behavioural issues effectively

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

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Physical Demands of the Job:

- Standing and/or sitting for long periods of time
- Manual handling and lifting – setting up and derigging events
- Working external events sometimes in adverse weather conditions

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency **level 1**.

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The competency framework can be found here.

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Extensive administrative or PA experience within a busy, demanding and high profile environment (A//I)
- You will have a high standard of IT proficiency and be able to use the full Microsoft Office suite of programs (A//I)
- You will be adept at creating and maintaining data management systems, with a particular focus on logistic efficiencies (A//I)

Experience

Essential

- Experience in effective administration and office support, and able to find solutions to challenges whilst remaining commercially astute; you are able to fully consider the financial implications of the team's activities (A//I)
- You will have exceptional customer service and inter-personal skills, with the ability to engage, initiate and sustain positive working relationships with partners from a variety of sectors and backgrounds (A//I)
- Experience in using digital assets to assist in raising business profile; this includes e-comms, gallery portal, website and associated social media platforms (A//I)
- You will have experience of or ability to learn how to use LCC management systems such as SAP, financial reporting and invoicing processes (A//I)

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- You will have a good working knowledge of all HASWA, with particular reference to its implementation within an operational or venue environment (A//I)

Skills/Abilities

Essential

- The ability to contribute to Event Management Plans and act as Event Supervisor for any Civic or commercial events Liverpool Town Hall is leading on, in various locations with varying audience sizes (A//I)
- Ability to communicate effectively both orally and in writing on all matters relating to Liverpool Town Hall, to a wide range of people including managers, stakeholders, third party suppliers, service users, trainees, Ambassadors and staff (A//I)
- Ability to lead, manage, train and motivate the Ambassador team on all operational activity taking place within City Halls (A//I)
- Ability to react quickly and decisively to changing work priorities and deadlines, always maintaining a professional demeanour (A//I)
- Ability to work in line with robust standard operating procedures in relation to all service provision and activity with particular regard for safety and security (A//I)
- The ability to pioneer new approaches to service delivery including day-to-day operations, events and commercial opportunities, showing creative flair and a pro-active approach to management and problem-solving whilst retaining a positive mental attitude (A//I)
- You will have excellent organisational skills and a focus on results and ‘getting the job done’ that will ensure a high level of performance of personnel & other resources (A//I)

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Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

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