

Post Specification

Post Specification - Key Information

- **Post Title: Festival and Events Support Officer**
- **Date: August 2025**
- **Post Group Number: 8781**
- **Job Family: Business Support**
- **Job Family Role Profile: BS6**
- **Final Grade: 6**

To be read in conjunction with the job family role profile.

Service Area Description

The Outdoor & Leisure Team are responsible for a wide ranges of council functions including Parks, Open Spaces, Play Areas, Cemeteries and Sport & Leisure. The role of Festival & Events Support Officer will be a key part of this team dealing with promoting and supporting the successful delivery of events on Council owned event spaces and across the Westmorland and Furness area.

Purpose of this Post

This role will provide support for festivals and events in Westmorland and Furness, including Council owned land, to deliver of a wide events programme in line with our Council plan and strategic objectives.

To provide information, advice and guidance to event organisers and support the successful delivery of inspiring cultural festivals and events to our residents, visitors and key stakeholders.

This role involves working in a fast-paced environment, supporting with a variety of events including live music gigs, charity events, fun fairs, the circus and more.

Key Job Specific Accountabilities

1. Administration duties to include liaising with event organisers, and internal & external stakeholders for events and processing applications for the use of council owned land for events
2. Undertake reviews of documentation submitted in connection with applications for the hire of council owned land and ensure outstanding or additional documentation is obtained from event organisers as required
3. Provide advice and guidance to event organisers to support the delivery of safe and successful events
4. Prepare licences and associated paperwork for the hiring of council owned land for events
5. Support the Safety Advisory Group (SAG) and event notification process for events across the Westmorland and Furness area, including providing meeting support such as minute taking.
6. Update and maintain computerised records of events across the Westmorland and Furness area
7. Deal with telephone and email enquiries from people at all levels relating to events and event applications
8. Prepare and process payments from event organisers for application fees and payments for the hiring of council owned land for events

9. Escalate complex issues to the appropriate lead officer or manager as required
10. May have to undertake site visits across Westmorland and Furness

Key Facts and Figures of the Post

- **Budget Responsibilities:** Not applicable
- **Staff Management Responsibilities:** Not applicable
- **Other:** Not applicable

Essential Criteria

Qualifications:

- NVQ Level 2-3 in Business Administration or other related qualification or knowledge in the relevant work area.

Knowledge:

- Good knowledge of the wide range of planning and activities involved in event planning and coordination
- Knowledge of licensing arrangements and requirements for events & festivals
- Knowledge of council and service area process and departmental responsibility
- Knowledge of health and safety legislation, including Martyn's Law

Experience:

- Experience of finance systems and processes
- Experience of business administration within a large complex organisation
- Experience in customer service and dealing with Stakeholders inc. dealing with the public

Expertise:

- Strong communication skills and professional customer service skills
- Strong time management and organisational skills with an ability to prioritise effectively
- Very good ICT skills including Microsoft Office applications

Disclosure and Barring Service (DBS) Checks

- This post does not require a DBS check.

Job Working Circumstances

- **Emotional Demands:** Minimal
- **Physical Demands:** Minimal
- **Working Conditions:** Willing to work in inclement weather

Other Factors:

- Ability to travel throughout Westmorland and Furness and work flexibly in line with the needs of the business.