

# Job Description



<b>Service Area:</b>	Democratic Services
<b>Job Title/Grade:</b>	Civic Chauffeur and Support Officer (Scale 3)
<b>Responsible to:</b>	Principal Democratic and Corporate Services Officer
<b>Our Culture &amp; Values:</b>	All job roles at Rochford District Council require the post-holder to be flexible and proactive in their approach. Being customer focused and willing to maximise your potential at work are expected. We all work together to achieve the very best for our residents which sometimes means getting involved in projects and trying new tasks outside of your day to day job role. We love our staff to suggest new ideas and to have enthusiasm to try out new experiences. If this sounds like a place you would like to work then read on for more detail on this job role.

## Main Responsibilities

- Act as chauffeur to the Civic party when attending official engagements and functions, including working evenings and weekends. Undertaking effective advance planning of routes to ensure prompt attendance at events and chaperoning the Chairman at events, if required.
- Responsibility for the security of the Chains of Office. Assisting with their cleaning and maintenance, informing the Civic Officer of any repair which may be needed.
- Assist the Civic Officer at Civic events hosted by Rochford District Council, including setting up of venues, overseeing the parking of visiting Chairmen/Mayors, and hosting hospitality of chauffeurs.
- Care of the Civic car, carrying out cleaning, valeting and general maintenance before each Civic function, and organising service and maintenance visits to the garage. Assist with arranging a suitable replacement vehicle, if required.
- Deputise for the Civic Officer and advise the Chairman on Civic protocol. Inform the Civic Officer about any issues that cannot be resolved.
- Make a full photographic record of the Chairman's year, including taking photographs which can be issued with press releases and obtaining photographic consent forms where required.
- Carry out administration associated with the role, including accurate completion of all record sheets, mileage, petrol, maintenance and other documentation relating to the Civic vehicle or Civic events.
- Undertake duties in an efficient and civil manner, remaining professional and smart at all times, and in accordance with Rochford District Council's Chauffeur Code of Practice.
- Assist with the work of the wider Democratic Services division.



## Corporate Responsibilities

- To observe all of the requirements of Safeguarding and to report any potential Safeguarding concerns in accordance with the Council's Safeguarding Policy.
- To comply with all appropriate legislation and Council policies including the Officers Code of Conduct, Health and Safety at Work, etc. Act 1974 and the Council's Health and Safety Policy and procedures.
- To support the Council's Equalities & Diversity Policies.
- All staff may on occasions be required to support the Council to deal with emergency situations affecting the community we serve. In the event of such an emergency or, of a rehearsal for such an event, the Postholder may be required to attend at times and at locations outside of the norm for the post and to adopt the duties directed by the Officer in Charge for the duration of the emergency situation.
- To contribute to project work arising from the Business Plan and to undertake any other reasonable duties as may be required from time to time by the Line Manager/ Leadership Team.

## Review

The duties and responsibilities of this post may vary from time to time according to the changing requirements of the Council. The job description may be reviewed at the discretion of the relevant Assistant Director in the light of those changing requirements and in consultation with the postholder. In any event, the Head of Paid Service reserves the right to review and amend the job description.

Signed (Postholder):

Dated:



## Personal Specification

<b>Post</b>	<b>Civic Chauffeur &amp; Support Officer</b>
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### Essential Requirements

#### Qualifications

- Full clean UK driving licence

#### Knowledge and Skills

- Ability to undertake planning of routes, revising as circumstances change
- The ability to drive safely at all times, giving due consideration to other road users and ensuring the absolute comfort of passengers
- Knowledge of basic car maintenance and valeting
- Good organisational skills and ability to complete paperwork, receive and send emails and documents, using Microsoft Outlook and Word
- Effective written and verbal communications skills
- Understanding of why equalities and diversity is important and ability to apply this in the workplace

#### Experience

- Extensive driving experience

#### Ability

- Able to prioritise work appropriately
- Able to work to deadlines and work under pressure
- Flexible, pro-active and adaptable
- Effective team working. Sharing ownership, team goals and workload
- Commitment to maximising potential and continuous improvement of self and of service
- Able to contribute positive suggestions and willing to take forward
- Able to establish and maintain effective relationships with people at all levels
- Able to demonstrate a commitment to customer service
- Able and willing to assist whenever needed
- Able to act in a professional manner, respecting confidentiality at all times
- Able to take photographs, and if required attach to and send emails using Outlook



## Desirable Requirements

### Qualifications

- Member of the Institute of Advanced Motorists

### Knowledge and Skills

- Knowledge of the Rochford district, Essex and surrounding areas
- Knowledge of civic protocol

### Experience

- Experience of civic ceremonial functions or of helping at any public events
- Previous chauffeuring experience