

Job Description

Job Title	Chauffeur & Civic Attendant
Directorate	City Development
Service Area	City Halls
Grade	4
Competency Level	1
Salary	£25,119 - £28,770
Job Type	Office Based
Location	Town Hall
Disclosure and barring service (DBS)	Not applicable
Job Evaluation Ref No	A8028

Job Purpose

To provide a quality comprehensive Chauffer and Attendant service for the Lord Mayor, Lady Mayoress of Liverpool to the highest standards of civic protocol covering all civic duties and driving work as required. To provide event support to City Halls when not required for driving / attendant duties.

Directly Responsible For:

Not applicable

Directly Responsible To:

Civic Services Officer

Main Areas of Responsibility:

- The role is prestigious and varied, you will be responsible for safely driving and attending to the Lord Mayor at civic engagements across Merseyside and occasionally to overnight national and international Lord Mayoral functions.
- You will work to an itinerary but will need to be adaptable to changes at short notice.
- You will be professional and be able to announce the Lord Mayor of Liverpool at civic events internally and externally.
- You will assist the civic team on the forming of civic processions and be the mace bearer for the Lord Mayor, carrying the Civic Mace into civic events in front of the Lord Mayor.
- You will become proficient to the highest standards on Civic protocol and guide the Lord Mayor as and when required. Providing support to the Civic Services Officer in the preparation of larger Civic Events, assisting in briefing key players/ speakers at events, including meeting and escorting guests (often VIP's). Cash handling duties will be a requirement when received for the Lord Mayor's charities. You will be expected to be able to resolve conflict management and issues appertaining to the Lord Mayor, including the management of the Lord Mayor's regalia.
- You will be required to maintain the vehicle and your personal presentation to the highest standards when on duty. The hours of work will be 21 hours on a fully flexible working pattern that will include weekends and some bank holidays. The role can include very early starts i.e. 07.00 or earlier, and principally, very late finishes based around evening functions, dinners, and other late events, with this being a core aspect of the role. This will require you to manage the building security, including the opening up and locking down of

premises, booking keys in/out and completion of the security log, ensuring management are fully updated.

Supervision and Management Responsibility:

- No supervisory or line manager responsibility.

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources effectively 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.

Physical Demands of the Job:

- Driving in all weather conditions both Day and Night.
- Regular cleaning inside and out of the Lord Mayor's vehicle.
- Building support including the manual handling of furniture and equipment.

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.

[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

- Able to pass a DVLA medical standards check (AC)

Desirable

- Manual handling training
- Customer Service training

Experience

Essential

- Experience of driving both manual, automatic cars up to 3500kg (I)

Desirable

- Knowledge of Civic Protocol
- Experience of working Events

Skills/Abilities

Essential

- Have knowledge of the local road network, Merseyside and Northwest (A)
- Smart and well presented (I)
- Organised and have the ability to promptly plan journey's with and without sat nav and to manage time in order to arrive at destinations promptly (A/I)
- Ability to be part of a team working public events/ processions when on Lord Mayor duties (I)
- Possess public speaking skills (A/I)
- Ability to undertake vehicle safety checks, maintain car to ensure it is clean both inside and out and report any faults (A)
- Basic computer skills (including Microsoft) (A)
- To have good customer care skills (I)
- Ability to interpret both written and verbal instructions (A/I)
- Have the skills to pass an on road practical driving assessment (AC)

Desirable

- Experience of working events (internal/external)

Commitment

Essential

- Able to work flexibly, earlies, weekends and bank holidays as required (I)

Desirable

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

Other

Essential

- Team Player (A/I)
- Full UK clean driving license (T)