



Person Specification			
Post title	Town Centres Operations & Events Officer	Grade	Pay Band E / £27,274 - £29,071 per annum

To be successful in this role you will need to demonstrate how you meet the criteria below at application & interview stage.

Shortlisting Number	Criteria	Method of assessment
Skills, knowledge, experience		
S1	Experience of working in a customer facing role	CV/SS & I
S2	Ability to prioritise workloads to meet deadlines	CV/SS & I
S3	Experience of using computer systems and Microsoft Office products	CV/SS & I
S4	Ability and willingness to work flexibly in a team environment	CV/SS & I
S5	Ability to create & maintain records and deal with administration tasks on a daily basis	CV/SS & I
S6	Understanding of the data protection act and the importance of protecting information	CV/SS & I
Personal attributes and circumstances		
P1	You must adhere to the “Knowsley Better Together” staff qualities; Integrity, Accountability, Communication and Respect	I
P2	Integrity - ability to be open and honest, to maintain high standards of personal behaviour and display strong moral principles	CV/SS & I
P3	Accountability - willingness to take personal responsibility for your actions and decisions, and to understand the consequences of your behaviour	CV/SS & I
P4	A demonstrable willingness to share information and work with other people.	CV/SS & I
P5	Respect - a strong desire to treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can	CV/SS & I
P6	Willingness to conduct manual activities such as cleaning, manual handling and securing of the site	CV/SS & I
Communication		
C1	The ability to speak fluent English	I

January 2026





C2	Ability to communicate clearly and effectively with stakeholders, including members of the public, retailers and market traders	CV/SS, I
C3	Experience of dealing with complaints and conflict situations	CV/SS, I
Qualifications		
Q1	GCSE Grade C/4 (or another equivalent qualification) or above in English and Maths	CV/SS, C

CV/SS = Curriculum Vitae/Supporting Statement **A** = Application Form **C** = Certificate **E** = Exercise **I** = Interview
P = Presentation **AC** = Assessment Centre **T** = Test

Where the post involves working with children, in addition to a candidate's ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:

- **Motivation to work with children and young people.**
- **Ability to form and maintain appropriate relationships and personal boundaries with children and young people.**
- **Emotional resilience in working with challenging behaviours.**
- **Attitudes to use of authority and maintaining discipline**

We have a positive attitude to the employment of disabled people and guarantee an interview to those who meet **all** the necessary criteria of the person specification.

January 2026

