

Job Description

SERVICE DELIVERY MANAGER

Hours:	37 hours per week variable as required over 7 days.
NJC scale:	SP 13-17
Responsible to:	The Town Clerk – Line Manager.
Purpose of job:	<p>To provide asset management and supervision of Services Staff for the effective, efficient and economic service delivery and operation of all Town Council services, operational staff, properties, land and facilities.</p> <p>Extensive communication and interaction with members of the general public throughout town and the waterfront.</p> <p>An ability to communicate effectively and sometimes under stressful conditions is paramount.</p> <p>Balancing public enjoyment, regulation and health and safety in the town and waterfront often at times independently.</p> <p>Ability to work variable extended hours during the peak season including weekends.</p>

TASKS.

1. To be responsible for organising service and operational staff work and hours maintaining operational staffing absence cover as required.
2. To undertake works, maintenance and repairs as may be required to council property, land and equipment.
3. To provide reports and attend committee meetings as required primarily and regularly Services Committee.
4. To assist in developing long term plans for the town and waterfront.
5. To assist with town events as required.
6. To implement and enforce bye laws and regulations as required and trained for in a fair and equitable manner.
7. To represent the Council in Court as a witness if and when required.
8. Responsibility for ensuring the daily (seasonal) checking of the Jubilee Green Pontoon and collection of mooring fees.

9. Responsibility for ensuring timely and accurate cash payment collections and reconciliation.
10. To ensure that the Council's Health and Safety/Maintenance inspections and records and Risk Assessments are recorded and maintained for all buildings, land and services.
11. Ensure fire risk assessments are up to date and that all fire tests and evacuations are conducted and recorded.
12. To practice and ensure compliance by others of all Health and Safety Regulations Codes of Practice when on or working on STC premises, facilities or land.
13. Carry out an annual review of the Council's Health & Safety Policy, Risk Assessments and Fire Evacuation Plans and update as necessary throughout the year.
14. To ensure all lift and plant equipment is efficiently and effectively operated and maintained.
15. To observe safe working practices in carrying out required duties and ensure that instructions specified by technical consultants, contractors and manufacturers are adhered to.
16. To be responsible for security of all premises including safe custody of keys.
17. To liaise with Third Party companies in dealing with unauthorised use of Town Council facilities, for example, organising the removal of boats and cars where necessary.
18. To ensure stock levels are replenished and supplies are procured in accordance with purchasing policy and financial regulations.
19. To ensure appropriate records including intruder alarm logbooks, repair orders, and heating system records book, carry out meter readings for the council buildings and property are maintained.
20. To inspect and report any faults with gas, electric and water supplies.
21. To be responsible for ensuring clear and safe pedestrian access to all STC buildings, land and facilities in adverse weather conditions (e.g. clearing snow, gritting etc).
22. To undertake training as and when required.
23. To identify and organise Services Staff training as required and authorised.
24. To operate in accordance with the diverse needs of the community to ensure equal access to service.
25. To work in accordance with the Town Council's policies and procedures.

This document, whilst outlining the duties which it is anticipated will be undertaken by the post holder, indicates mainly the level of responsibility. It is not a comprehensive and exhaustive list, and the duties may be varied at time to time by the Council.

Saltash Town Council has an ongoing commitment to the development of its staff. To facilitate this, staff will be encouraged to update their skills and competencies as and when required.