

COMMUNITY HUB TEAM LEADER – JOB DESCRIPTION

Hours:	37 hours per week. Monday to Saturday, hours variable over 6 days.
NJC scale:	NJC 10 - 12
Responsible to:	Assistant Town Clerk.
Purpose of job:	To be responsible for Town Council business and community development and events.
Place of Work:	Your normal place of work is Saltash Library. However, you may be required to work at any of our other locations within Saltash, now or in the future, depending upon business needs.

RESPONSIBILITIES

1. To be responsible for managing and monitoring a team to ensure it performs successfully to achieve the business and service objectives plus events for the Town.
2. Motivating and developing team members to maintain an effective workforce capable of meeting its objectives.
3. To manage and maintain the library service.
4. To be responsible for developing, implementing, managing and overseeing Social Media.
5. Identifying and implementing business and community engagement opportunities with stakeholders to ensure that the service meets local needs and recommends options for future development.
6. To develop business and community networking promoting all Town Council facilities, services, events and activities.
7. To develop community relationships to enable successful events and activities to be held across the town.
8. To develop business and community opportunities for the Town Council.
9. To research funding options for all areas of the Town Council.
10. Managing budgets in order to deliver services efficiently, economically and sustainably.
11. To deal with customer's complaints in accordance with the Town Council's Corporate Complaints process, advising customers of the applicable procedures, proactively resolving wherever possible or escalating to the Assistant Town Clerk if required.
12. To act as an ambassador for the Town Council to our customers.
13. To work in accordance with the new General Data Protection Regulations, Town Council's policies and procedures.

14. To attend relevant training as required.
15. To wear the correct dress code provided by Saltash Town Council.
16. Undertake other delegated duties appropriate to the grading of the post, and the potentially changing work patterns as Face to Face develops in the future as required.

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.