

## **JOB DESCRIPTION**

## **SERVICE DELIVERY MANAGER**

Hours: 37 hours per week variable as required over 7days. Attendance at evening Town Council Committee meetings as required.

NJC scale: 29 to 32.

Responsible to: The Town Clerk – Line Manager.

**Purpose of job:** To provide asset management and supervision of Service Delivery staff for the effective, efficient and economic service delivery and operation of all Town Council services, operational staff, properties, land and facilities.

Extensive communication and interaction with members of the general public through the town and the waterfront.

An ability to communicate effectively and sometimes under stressful conditions is paramount.

Balancing public enjoyment, regulation and health and safety in the town and waterfront often at times independently.

Ability to work variable extended hours during the peak season including weekends.

### **TASKS:**

1. To be responsible for organising the Service Delivery staff work and hours maintaining operational staffing absence cover as required.
2. To manage the operations of the Service Delivery department works, maintenance, and repairs as may be required to Town 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 by-laws and regulations as required and trained for in a fair and equitable manner.
7. Responsibility for ensuring the daily (seasonal) checking of the Jubilee Green Pontoon and collection of mooring fees.
8. To ensure that the Town Council's Health and Safety/Maintenance Inspections and Records and Risk Assessments are recorded and maintained for all buildings, land, activities and services.

9. Ensure Town Council Fire Risk Assessments are up to date and that all fire tests and evacuations are conducted and recorded.
10. 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.
11. Carry out an annual review of the Town Council's Health & Safety Policy, Risk Assessments and Fire Evacuation Plans and update as necessary throughout the year.
12. To ensure all lift and plant equipment is efficiently and effectively operated and maintained.
13. To observe safe working practices in carrying out required duties and ensure that instructions specified by specialist consultants, contractors and manufacturers are adhered to.
14. To be responsible for security of all premises including safe custody of keys.
15. To work in partnership with Cornwall Council in dealing with unauthorised use of Town and Cornwall Council facilities, for example, organising the removal of boats and cars where necessary.
16. To ensure stock levels are replenished and supplies are procured in accordance with purchasing policy and financial regulations.
17. To ensure appropriate records including intruder alarm logbooks, repair orders, and heating system records book, carry out meter readings for the Town Council buildings and property are maintained.
18. To be responsible for ensuring clear and safe pedestrian access to all Town Council buildings, land and facilities in adverse weather conditions (e.g. clearing snow, gritting etc).
19. To identify and organise Service Delivery Staff training as required and authorised.
20. To undertake training as and when required.
21. To wear Town Council uniform and appropriate PPE as required.
22. To operate in accordance with the diverse needs of the community to ensure equal access to service.
23. 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.