

COMMUNITY HUB TEAM LEADER – JOB DESCRIPTION

Hours:	37 hours per week. Monday to Sunday, hours variable over 5 days, forming part of the Saltash Library Hub rota
NJC scale:	NJC 18 - 23
Responsible to:	Town Clerk / Responsible Finance Officer (RFO)
Purpose of job:	To be fully responsible for Saltash Library Hub and community development and events/activities
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

JOB PURPOSE

To oversee the daily operations of a library and community hub, fostering a welcoming environment that promotes social connections, community engagement, and access to resources. This role involves full operations of Saltash Library Hub, managing staff, developing annual events and activities, managing the books, and building partnerships to meet community needs.

To ensure day-to-day smooth running of the Saltash Library Hub.

To ensure effective communication between Saltash Library Hub and across other Town Council departments.

To build good, professional working relationship with colleagues, Town Councillors, key stakeholders and members of the public.

To ensure effective spend of the Town Council budgets in line with the Town Council policies, procedures, standing orders, financial regulations and the business plan.

To ensure effective budget management to achieve financial stability and success.

The Community Hub Team Leader will be a member of the Senior Management Team.

RESPONSIBILITIES

1. To manage and maintain the library and community hub to a high standard by following various instructions i.e. policies, procedures, verbal, to name a few.
2. To be responsible for developing, implementing, managing and overseeing Saltash Library Hub social media and press releases abiding by the relevant Town Council policy and procedures on communication, social media and branding guidelines.
3. To be responsible for developing Saltash Library Hub outreach work in a professional and positive manner, being the face of Saltash Town Council, promoting services, developing programs, networking, evaluating effectiveness and identifying needs.

4. To work in partnership with Cornwall Council to deliver an excellent book service to the community and for IT and computer needs to run the Library Hub.
5. To be responsible for stock management by managing the library hub book collection, including acquiring new materials, maintaining the existing collection / stock rotation, removing very overdue loans from customer accounts, rebinding of books, distribution of withdrawn stock, sale of books, and ensuring stock remains relevant and accessible to the needs of the community.
6. Identifying and implementing business and community engagement opportunities with stakeholders to ensure that the service meets local needs and recommends options for future development.
7. To develop business and community networking promoting Saltash Library Hub facilities, services, events, activities and creating opportunities.
8. To develop key relationships to enable Saltash Library Hub to be part of successful events and activities held across the town.
9. To be responsible for the monthly library hub banking operations, such as, record-keeping and receipts, facilitate sale of tickets, ensuring sufficient funds are available during the month, maintain the cash float at the authorised amount and ensure it is securely stored and reconciled regularly, transfer the correct banking balance to the finance department at month end, and report any discrepancies directly to the Finance Officer.
10. To research funding opportunities and submit bids to deliver a number of Saltash Library Hub services reducing pressure to the Town Council library budget and overall Town Council precept – following the Town Council Funding Strategy procedure.
11. To be responsible for managing the library budget in order to deliver services and achieve goals efficiently, economically and sustainably.
12. To be responsible for dealing with customer complaints in accordance with the Town Council Complaint Handling and Customer Behaviour Policies, advising customers of the applicable procedures, proactively resolving wherever possible.
13. To work within the Library Sub Committee's Terms of Reference to develop Saltash Library Hub services reporting directly to the Town Clerk / RFO and the Library Sub Committee.
14. To act as an ambassador for the Town Council to our staff and customers.
15. To work in accordance with the Town Council's policies and procedures.
16. To attend relevant training to update your skills and competencies (as and when required) to continue to develop the Library Hub in a positive way.
17. 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.
18. Motivating and developing team members to maintain an effective workforce capable of meeting its objectives.

19. To independently line manage the library staff providing inspiring leadership, guidance and mentoring support including setting six monthly and annual objectives, carrying out 1:1s as required and completing annual performance reviews.
20. Be proactive in identifying opportunities for learning and professional development to ensure continuous improvement for yourself and the team.
21. To be responsible for ensuring the day-to-day smooth running of Saltash Library Hub and that all enquiries are dealt with in a polite and timely manner.
22. To be responsible for ensuring the library area is well presented and clean and tidy at all times.
23. To play an active role as a line manager in role modelling the behaviours and core values of the Town Council.
24. To maintain confidentiality at all times.
25. To be responsible for effective management of health and safety at Saltash Library Hub.
26. To work in collaboration with colleagues across the Town Council departments to ensure effective communication of plans and progress.
27. To attend management meetings, contributing towards the shared goal of achieving organisational excellence.
28. To be an advocate for the Town Council business plan.
29. Contribute to the Town Council business plan for both the implementation of the current plan and progress the development for the town's business plan for the future.
30. To provide cover for library staff when required and any other department as directed by the Town Clerk / RFO.
31. To work in accordance with the Town Council's policies and procedures.
32. Undertake other delegated duties appropriate to the grading of the post.
33. To be responsible for ensuring Saltash Library Hub is compliant with General Data Protection Regulations.
34. This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post-holder will perform.
35. The job description will be reviewed annually by the Town Clerk / RFO as necessary and may be changed in the light of experience and in consultation with the post-holder.
36. To be responsible for security of premises, including safe custody of premises keys, safe keys, and setting of security alarm when necessary.