

Person Specification: Community Hub Team Leader

Attribute	Essential	Desirable
Education and Training	<p>Educated to 4 GCSEs (A-C) including English and Maths, or equivalent</p> <p>Relevant administration, business and IT qualifications</p> <p>Demonstrate experience of working within a customer focused environment proving excellent standard of customer service</p> <p>Management or supervisory skills training</p> <p>Institution of Occupational Safety and Health (IOSH)</p>	<p>A-level qualification or equivalent</p> <p>Formal librarian qualifications</p>
Experience	<p>Ability to form constructive relationships with a diverse set of people including colleagues, business representatives, members of the community and Town Council</p> <p>Administration experience at a senior level</p> <p>Strong organisational skills</p> <p>Demonstrate an enthusiasm for books and reading</p> <p>Experience of comprehensive report writing</p> <p>Ability to create clear and impactful written and design material</p> <p>Financial management experience including budget management</p>	<p>Experience of customer management systems</p> <p>Demonstrate an understanding of library stock policy</p> <p>Demonstrate an understanding of local government services provided by Saltash Town Council</p>

	<p>Ability to handle a range of queries on the telephone with a clear and precise manner and via email and letter answering and referring on as appropriate</p> <p>Ability to manage self and others for maximum effectiveness</p> <p>Ability to work to strict deadlines, organise and prioritise own workload effectively</p> <p>Demonstrates ability to maintain attention to detail, good analytical skills and the ability to interpret information</p> <p>Experience being responsible for Human Resources procedures and staff training</p> <p>Knowledge of general office practices and procedures</p> <p>Understand and apply the principles of legislation relating to Data Protection, Safeguarding and Health and Safety in the workplace</p>	
Management of people	<p>Line management experience</p> <p>Ability to successfully manage, motivate and develop the team to a high standard</p> <p>Excellent listening and problem-solving skills</p> <p>Being a good team player with the ability to work well with colleagues and acknowledge the different ideas, perspectives and backgrounds of others</p>	

Skills and knowledge	<p>Excellent organisational skills</p> <p>Experience of setting up and maintaining both computerised and manual filing systems</p> <p>Displays empathy and patience with customers and has knowledge of techniques for dealing with challenging behaviours</p>	<p>Ability to understand the legal framework in which the Town Council operates</p> <p>Experience of Town Council operations</p> <p>Ability to understand budgets</p>
Strategic Thinking	<p>Ability to think, plan and work strategically and methodically</p> <p>Develops and implements long-term strategic plans that align with the Town Council goals, demonstrating an ability to think beyond immediate tasks and deadlines</p>	
Communication	<p>Ability to communicate effectively, orally, in writing and electronically</p> <p>Good face-to-face and telephone communication skills and able to understand the needs of customers</p> <p>Ability to present to diverse audiences</p> <p>Ability to be articulate and sensitive in potentially controversial situations</p> <p>Ability to develop effective relationships with colleagues, Town Councillors, Cornwall Councillors, key stakeholders and the public</p>	

<p>Personal Qualities</p>	<p>Enthusiastic and self-motivated with a desire for continuous improvement</p> <p>Able to deliver results and manage customer expectations</p> <p>Ability to cope with conflicting demands, deadlines and interruptions. To work to tight deadlines in a methodical manner observing confidentiality at all times</p> <p>Ability to work under pressure</p> <p>Ability to be diplomatic and tactful</p> <p>Ability to work co-operatively and effectively as part of a team</p> <p>To be approachable and to have good listening skills</p> <p>To maintain the reputation of the Town Council</p> <p>A commitment to the protection and safeguarding of children, young people and vulnerable adults</p> <p>An ability to organise work and manage time effectively</p> <p>Demonstrates creative thinking and innovative approaches</p>	
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Working Collaboratively	<p>Deliver exceptional customer service – understand and are attentive to the needs of the Town Council and residents</p> <p>Listen to the views of others</p> <p>Support and show consideration for others</p> <p>Work well with colleagues and key stakeholders and acknowledge the different ideas, perspective and backgrounds of others</p> <p>Be honest, respectful of others and effective at building relationships of trust</p> <p>Share your achievements and acknowledge the achievements of others</p>	
Technology / IT Skills	<p>Excellent understanding of IT in order to perform office functions and other requirements of the role</p> <p>Professional knowledge of SharePoint and office packages including Word, Excel, PowerPoint and Outlook</p> <p>Professional knowledge of Canva, Efinity and other design software's</p>	<p>European Computer Driving Licence (ECDL)</p> <p>Previous experience using Soprano, Talis, HR, finance and administration Systems</p>
Equal Opportunities	<p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs</p>	

Other relevant factors	<p>Ability to attend Committee, Sub Committee and Town Council meetings which would require working out of normal office hours (evenings)</p> <p>The position is subject to a Data Barring Service Check (DBS)</p> <p>Undertake other delegated duties appropriate to the post and be adaptable to changing work patterns</p>	A full driving licence and access to a vehicle
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