

COMMUNITY HUB TEAM LEADER – JOB DESCRIPTION

Hours:	37 hours per week. Monday to Saturday, 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 day-to-day operations of our vibrant Library Hub. This role places a strong emphasis on library services, outreach, and meaningful engagement with the local community.

This is a fantastic opportunity for someone who is passionate about public service, thrives in a leadership role, and is committed to creating an inclusive, welcoming space for learning, engagement, and community connection.

You'll lead a knowledgeable and committed team, offering clear guidance and support to deliver consistent, high-quality services that make a meaningful difference to our community.

To make a lasting impact in the heart of our town.

RESPONSIBILITIES

1. Manage and maintain the Library Hub to a high standard by following established policies, procedures, and instructions both written and verbal to ensure the facility operates efficiently and remains welcoming to all users.
2. To be responsible for ensuring the day-to-day smooth running of the Library Hub and that all enquiries are dealt with in a polite and timely manner.
3. To be responsible for ensuring the library area is well presented, clean and tidy at all times.
4. To be responsible for developing, implementing, managing and overseeing the Library Hub social media and press releases abiding by the relevant Town Council policy and procedures on communication, social media and branding guidelines.
5. To be responsible for developing the 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.
6. To work in partnership with Cornwall Council to deliver an excellent book service to the community and for IT and computer needs to run at the Library Hub.

7. 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.
8. Identifying and implementing business and community engagement opportunities with stakeholders to ensure that the service meets local needs and recommends options for future development.
9. To develop business and community networking promoting the Library Hub facilities, services, events, activities and creating opportunities.
10. To develop key relationships to enable the Library Hub to be part of successful events and activities held across the town.
11. 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.
12. To research funding opportunities and submit bids to deliver a number of the Library Hub services reducing pressure to the Town Council library budget and overall Town Council precept – following the Town Council Funding Strategy procedure.
13. To be responsible for managing the library budget in order to deliver services and achieve goals efficiently, economically and sustainably.
14. To ensure effective budget management to achieve financial stability and success.
15. To act as the first point of contact for customer complaints, addressing concerns promptly and professionally. Where necessary, handle complaints in accordance with the Town Council's Complaint Handling and Customer Behaviour Policies, advising customers of the relevant procedures and aiming to resolve issues proactively and effectively.
16. To work within the Library Sub Committee's Terms of Reference to develop the Library Hub services reporting directly to the Town Clerk / RFO and the Library Sub Committee.
17. To act as an ambassador for the Town Council to our staff and customers.
18. To work in accordance with the Town Council's policies and procedures.
19. 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.
20. 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.
21. Motivating and developing team members to maintain an effective workforce capable of meeting its objectives.

22. To independently line manage the library staff providing inspiring leadership, guidance and mentoring support including setting six monthly and annual performance objectives.
23. Be proactive in identifying opportunities for learning and professional development to ensure continuous improvement for yourself and the team.
24. To play an active role as a line manager in role modelling the behaviours and core values of the Town Council.
25. To maintain confidentiality at all times.
26. To be responsible for effective management of health and safety at Saltash Library Hub.
27. To work in collaboration with colleagues across Town Council departments to ensure effective communication of plans and progress.
28. To attend management meetings, contributing towards the shared goal of achieving organisational excellence.
29. To be an advocate for the Town Council business plan.
30. 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.
31. To provide cover for library staff when required and any other department as directed by the Town Clerk / RFO.
32. Undertake other delegated duties appropriate to the grading of the post.
33. To be responsible for ensuring the Library Hub is compliant with General Data Protection Regulations (GDPR).
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.