

Person Specification: Community Hub Team Leader

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

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

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

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

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