

## **SERVICE DELIVERY MANAGER – JOB DESCRIPTION**

Hours:	Permanent, full-time, 37 hours per week, 9am to 5pm (typically Monday to Friday), with occasional evening commitments to attend Council Committee meetings and Civic Events as part of your leadership responsibilities.
NJC scale:	29 to 32
Responsible to:	The Town Clerk / Responsible Finance Officer
Place of Work:	Your normal place of work is Longstone Depot. 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 lead the operational management of the Town Council's property, land, equipment, and services. This key leadership role ensures all Town Council assets are well-maintained, fully compliant with health and safety legislation, and delivered to high standards.

To shape and implement service strategies aligned with Town Council policies, driving excellence and continuous improvement across all areas.

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

### **RESPONSIBILITIES**

1. To be responsible for organising and managing the Service Delivery Department daily works and working 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, pontoon, land and equipment in line with Council policy and procedures..
3. To interpret, apply, and uphold the Town Council policies and procedures consistently and effectively, ensuring compliance, promoting best practices across all areas of responsibility, is essential for maintaining transparency, accountability, and operational integrity, particularly in decision-making, service delivery, and stakeholder engagement.
4. To provide clear, comprehensive, informative reports and supporting documentation to Committee meetings as required, with a primary and regular focus on the Services Committee.
5. To ensure effective spend of the Town Council budgets in line with Town Council policies, procedures, standing orders, financial regulations and the business plan.
6. To be responsible for ensuring there is sufficient support within the Service Delivery Department to assist with town events as required minimise additional resource cost.

7. To ensure that daily health and safety checks of the Jubilee Green Pontoon are carried out correctly and satisfactorily, maintaining high safety standards at all times.
8. To be responsible for ensuring the daily collection of mooring fees in align with the Town Council fees and charges working with the finance department.
9. To take responsibility for the accurate recording and consistent maintenance of health and safety documentation, including maintenance inspection logs and risk assessments, covering all Town Council property, land, activities, events, services, equipment, the pontoon, and other relevant assets.
10. To be responsible for all Town Council fire risk assessments are kept up to date, and that fire safety tests and evacuation drills are carried out regularly, accurately recorded, and consistently maintained to a high standard.
11. To promote and ensure full compliance with health and safety regulations and codes of practice by staff and others when working on or within Town Council premises, facilities, or land.
12. To take responsibility for the annual review of the Town Council's Health and Safety Manual, risk assessments, and fire evacuation plans, ensuring that all documents are updated as required throughout the year and reported to the relevant Committee where appropriate.
13. To take responsibility for the safe, efficient, and effective operation and maintenance of all Town Council lift and plant equipment.
14. To observe safe working practices in carrying out required duties and ensure that instructions specified by specialist consultants, contractors and manufacturers are adhered to.
15. To review and verify the safe working practices of consultants before granting access to Town Council property, land, or equipment, ensuring compliance with relevant health and safety standards.
16. To work in partnership with key stakeholders such as Cornwall Council in dealing with unauthorised use of Town and Cornwall Council facilities, for example, organising the removal of boats where necessary.
17. Ensure that stock levels are maintained and supplies are procured efficiently and effectively, in full compliance with the Town Council's financial regulations, policies, and procedures.
18. To be responsible for ensuring all documents under the Service Delivery Department are consistently completed, accurately maintained, and kept up to date in accordance with Town Council standards.
19. To be responsible for ensuring clear and safe pedestrian access to all Town Council property, land and facilities in adverse weather conditions.
20. To operate in the diverse needs of the community to ensure equal access to services.
21. To wear supplied Town Council uniform and personal protective equipment (PPE) when undertaking the role of Service Delivery Manager.

22. To attend the senior management meetings, contributing towards the shared goal of achieving organisational excellence.
23. To play an active role as a line manager in role modelling the behaviours and core values of the Town Council.
24. Provide effective line management to the Service Delivery staff through inspiring leadership, clear guidance, and mentoring support. Conduct annual and mid-year performance reviews, set meaningful objectives, and foster a positive working environment to maintain high levels of staff engagement and motivation.
25. Be proactive in identifying opportunities for learning and professional development to ensure continuous improvement and departmental growth.
26. To work in collaboration with colleagues across the Town Council departments to ensure effective communication of plans and progress and to support one another.
27. To be an advocate for the Town Council business plan.
28. To 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.
29. To undertake other delegated duties appropriate to the grading of the post.
30. To provide cover for staff (where trained to do so) when required and directed by the Town Clerk/RFO.
31. 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.
32. The job description will be reviewed annually by the Town Clerk/Responsible Finance Officer as necessary and may be changed in the light of experience and in consultation with the post-holder.
33. To be responsible for security of Town Council premises, including safe custody of premises keys, safe keys, and setting of security alarm when necessary.