

Saltash Town Council



Join Our Team – Service Delivery Manager

Full time: 37 hours per week / NJC range 29-32 (£39,862 - £42,839)

Why join Saltash Town Council:

We are a supportive and community-focused workplace where your wellbeing and professional growth are valued. We offer:

- Local Government Pension Scheme employer contribution for 2025-26: 19.5%
- Accredited Living Wage Employer
- Competitive pay aligned with the National Joint Council (NJC)
- 24 days annual leave plus bank holidays
- Additional 4 days annual leave after five years of service
- Ongoing training and development opportunities
- Health care insurance
- Bright Exchange discounts and offers
- A supportive sickness absence policy
- We believe balance drives performance. That's why we're committed to flexible working arrangements including hybrid working that support your wellbeing while ensuring the smooth and effective delivery of Council services (where appropriate for the role)

Purpose of the role:

Saltash Town Council is seeking a dynamic, experienced, and policy-driven **Service Delivery Manager** to lead the operational management of our property, land, equipment, and services. This key leadership role ensures all Council assets are well-maintained, fully compliant with health and safety legislation, and delivered to high standards. The successful candidate will shape and implement service strategies aligned with 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.

The ideal candidate will:

- Bring proven experience in operational and service delivery management.
- Have strong knowledge of health and safety compliance.
- Be an effective people manager, motivating and supporting a team.
- Be able to turn Council priorities into effective plans and actions.
- Demonstrate excellent communication skills and have a commitment to serving the community

Contract:

Typically Monday to Friday 9am to 5pm, with occasional evening commitments to attend Council Committee meetings and Civic Events as part of your leadership responsibilities.

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**Location:**

Longstone Depot, Saltash, Cornwall

How to Apply:

Applications will only be accepted on the official Town Council application form which includes space for a supporting statement of 750 to 1000 words, please read and understand the Job Description and Person Specification thoroughly as this is what your written evidence will be assessed against.

Share with us what makes you suited to this role and why, what you can do and the skills you have that are transferable to the key requirements, and the life experience or passion you have that are linked to this role.

CV's or previous applications will not be accepted.

Refer to the Town Council [website](#) to download the application form and supporting documents relating to this role.

Please contact judy@hrsupportconsultancy.co.uk or telephone 01822 870270 if you would like to discuss the role prior to completing the application form and submitting directly to judy@hrsupportconsultancy.co.uk

Interview:

Shortlisted candidates will be invited to a face-to-face interview where you will be asked to deliver a short presentation regarding leadership and policy. This, along with a number of questions will be used to assess your suitability for the role.

To help you prepare and settle into the interview you will be sent the presentation details in advance of the interview, 3 clear working days prior to your interview.

Selection and Feedback:

We will notify you if you have been shortlisted for interview. Feedback will only be provided following an interview.

Closing Date:

Tuesday 23 September at 12 noon. However, please feel free to apply as soon as possible, applications will be considered upon receipt. We reserve the right to interview / appoint before the closing date.

Thank you for your interest in this role.