

## **OPERATIONS MANAGER / RESPONSIBLE FINANCE OFFICER (RFO) – JOB DESCRIPTION**

Hours:	Monday to Friday 9am to 5pm, with occasional evening commitments to attend Town Council Committee meetings and Town Council Events.
NJC scale:	NJC Scale 37 - 41
Responsible to:	Town Clerk
Direct Reports:	Finance Officer Assistant Service Delivery Manager Services Administration Assistant.
Indirect Reports:	Senior Management Team by providing daily support as required.
Place of Work:	Longstone Depot and The Guildhall. 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:**

The Operations Manager / RFO is a key member of the Town Council's Senior Management Team and plays a central role in supporting the Town Clerk in the effective day-to-day operation of the Town Council.

This dual-responsibility post provides strong operational leadership, ensuring the consistent delivery of high-quality services that enhance the wellbeing of our community. You will oversee the management of the Town Council's properties, land, equipment, services and finance, including direct management of the Finance Officer, Assistant Service Delivery Manager and Services Administration Assistant. Your leadership will ensure that all Town Council assets are well-maintained, compliant with health and safety legislation, and operated to the highest standards.

As the Town Council's RFO, appointed under Section 151 of the Local Government Act 1972, you will share key financial duties with the Finance Officer and ensure that the Town Council's financial management, reporting, and governance arrangements are robust, transparent, and fully compliant with statutory requirements.

Working closely with the Town Clerk, you will implement operational priorities, coordinate with other departments to deliver agreed actions, and report on progress and outcomes. The Town Clerk will provide direction and guidance, and in turn report regularly to the Town Council.

## **KEY RESPONSIBILITIES:**

### **Governance:**

1. To provide clear, comprehensive, informative reports and supporting documentation to Committee meetings as required.
2. To provide support to the Senior Management Team in preparing Committee reports and supporting documentation for final approval by the Town Clerk.
3. To operate in alignment with the Town Council's policies and procedures, demonstrating strong leadership by consistently modelling best practice and adherence to the established governance framework.
4. Ensure the effective and responsible use of Town Council budgets, in full compliance with the Town Council's governance framework.
5. To work in collaboration with colleagues across the Town Council departments to ensure effective communication of plans and progress.
6. Represent the Town Council professionally in dealing with contractors, key stakeholders, and members of the public, promoting transparency, accountability, and community engagement.
7. Conduct site visits to Town Council assets to verify that contracted works have been carried out in accordance with the specification/appointment reporting directly to the Town Clerk.
8. Conduct regular site visits to all Town Council assets to ensure that in-house works are delivered to a high standard and to provide on-site support to the team. During each visit, assess and document any maintenance requirements to inform updates to the Service Delivery schedule of works, reporting findings directly to the Town Clerk.
9. Ensure all activities and services comply with relevant health and safety legislation, risk management protocols, and environmental standards.
10. To be responsible for auditing the recording of all health and safety documentation, including maintenance inspection logs and risk assessments. This applies to all Town Council property, land, the pontoon, activities, events, services, equipment, and any other asset under the remit of the Service Delivery Department.
11. To be responsible for auditing all Town Council fire risk assessments, including the maintenance and review of fire safety logs covering routine fire tests and evacuation drills, to ensure compliance with safety regulations and best practice.
12. Promptly notify the Town Clerk of any significant health and safety concerns or departmental issues to ensure timely oversight and appropriate action.
13. To be responsible for ensuring the Town Council operates in the diverse needs of the community to ensure equal access to services.

14. To be responsible for ensuring all documents under the Service Delivery and Finance Departments are consistently completed, accurately maintained, and kept up to date in accordance with Town Council standards. This includes ensuring secure and easy access to digital records to support operational efficiency, transparency, and compliance.
15. Lead the Town Council's annual health and safety audit with the external consultant, ensuring all documentation is current, fit for purpose, and compliant with relevant legislation. Oversee the implementation of required actions and report findings and progress to the Town Clerk.
16. To observe safe working practices in carrying out required duties and ensure that instructions specified by specialist consultants, contractors and manufacturers are adhered to.
17. To review and verify the safe working practices of consultants before granting access to Town Council assets, ensuring compliance with relevant health and safety standards, insurance certs etc. The Assistant Service Delivery Manager is responsible for preparing and submitting the necessary documentation for final sign-off by the Operations Manager.

#### **Financial:**

1. To fulfil the statutory duties of the Responsible Finance Officer as outlined in Section 151 of the Local Government Act 1972, ensuring sound financial governance and legal compliance.
2. To prepare, complete, publish, and arrange audit of the Annual Governance and Accountability Return (AGAR), including the internal audit report, annual governance statement, accounting statements, and statutory public rights requirements, in accordance with the Accounts and Audit Regulations and proper practices.
3. Provide relevant financial information to support both internal and external auditor visits, ensuring transparency and compliance throughout the audit process working closely with the Finance Officer.
4. Oversee credit control processes, working closely with the Finance Officer to ensure timely income collection and the effective management of overdue accounts to minimise bad debt.
5. To effectively manage and monitor the Town Council's finances and to ensure that all the accounts conform with the requirements of the Accounts and Audit Regulations.
6. Oversee the maintenance of the Town Council's computerised financial accounts and the administration of its finances. Work collaboratively with the Finance Officer to ensure all day-to-day financial records are accurately recorded, regularly updated, and compliant with the Town Council's financial regulations and procedures.
7. Work with the Finance Officer to monitor operational budgets and ensure the Town Council achieves value for money in all activities.

8. Liaise with the Town Council's Building Surveyor to prepare tender documentation for contract work, including the invitation and acceptance of tenders, issuing of contract documents, and management of any contract disputes. Ensure all tender processes, including the opening and scoring of submissions, are conducted in accordance with the Town Council's Financial Regulations, the Procurement Act and best practice standards.
9. To assist the Town Clerk and other Senior Management by administering procurement processes and ensuring all contracts comply with Financial Regulations, Standing Orders and the Procurement Act.
10. Provide cover, when required, to release approved Town Council expenditure, ensuring all payments are subject to second authorisation in accordance with Financial Regulations and internal control procedures.
11. Authorise the Town Council's monthly payroll, ensuring full compliance with all relevant Employment Legislation, including PAYE Regulations, the Employment Rights Act, and other Statutory requirements.
12. To ensure compliance with the Town Council's Financial Regulations is met reporting any significant financial issues or occurrences as may occur time to time to the Town Clerk.
13. To work closely with the Finance Officer during the annual preparation of all budgets and supporting reports required for the budget setting and precept submission.
14. Submit the Town Council's approved precept to Cornwall Council, following formal instruction from the Town Council, reporting directly to the Town Clerk upon completion.
15. Work collaboratively with the Finance Officer to maintain accurate financial records, prepare reports, and support the production of monthly budgets and year-end accounts.
16. Conduct regular risk assessments related to the management of public funds, identifying financial risks and implementing appropriate controls to safeguard Town Council assets. Ensure compliance with audit requirements and contribute to the development of risk mitigation strategies.
17. Attend relevant networking sessions to stay informed of potential changes and developments in local government finance, ensuring up-to-date knowledge to support effective financial planning and compliance.
18. To Clerk Policy and Finance Committee meetings and any other Town Council meeting as instructed by the Town Clerk.

## **Operational Leadership:**

1. Act as the primary point of contact for the Town Council during any periods of absence of the Town Clerk, providing continuity and support as required. This role is intended to facilitate communication and operational oversight, but does not include assuming the duties or responsibilities of the Town Clerk.
2. To be responsible for the daily management of the Finance Officer, Assistant Service Delivery Manager, and Services Administration Assistant, ensuring that departmental operations run smoothly and efficiently. This includes providing guidance, monitoring performance, and supporting effective communication across relevant service areas.
3. Through the leadership of the Town Clerk, bring together the Senior Management Team by strengthening communication, offering support and guidance, and embedding collective responsibility for delivering the Town Council's strategic objectives.
4. To play an active role as a manager in role modelling the behaviours and core values of the Town Council.
5. To attend monthly Senior Management Meetings, contributing towards the shared goals of achieving organisational excellence.
6. To provide effective management 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.
7. To be an advocate for the Town Council business plan and contribute to both the implementation of the current plan and progress the development for the town's business plan for the future.
8. To attend relevant training to update your skills and competencies (as and when required) to continue to develop in the role.
9. Undertake other delegated duties appropriate to the grading of the post.
10. 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.
11. The job description will be reviewed annually by the Town Clerk and may be changed in the light of experience and in consultation with the post-holder.
12. To be responsible for security of premises, including safe custody of premises keys, safe keys, and setting of security alarm when necessary.