



JOB DESCRIPTION

Post:	Community Services Manager / also acting as Deputy Town Clerk, subject to qualifications and experience	Date Prepared:	23 rd March 2021
Hours:	37 hours	Reports To:	Town Clerk
Terms	National Joint Council	Scale:	Grade 7 - 10 (Spt. 24-39), The final grade will be considered subject to suitable qualifications and experience.

JOB PURPOSE

- To lead the work of the Community Services team and carry out the policies and instructions of the Community Services Committee in providing an effective and efficient service to the community of Bodmin.
- To develop, manage and contribute to the achievement of the Council's targets and objectives in conjunction with the Town Clerk and other service heads, and serve as a member of the Officer's Management team.

RESPONSIBLE FOR

- All staff employed in the Community Services team.

DUTIES

1. The Community Services Manager / Deputy Town Clerk will be expected to familiarise themselves with the duties and responsibilities of the Town Clerk and also the Business Continuity Plan to ensure that this duty is undertaken as seamlessly as possible with minimal interruption and disruption to the strategic and service provision of the council.
2. To provide full support to the strategic and operational role of Town Clerk and undertake specific tasks and/or responsibilities as required and instructed by the Town Clerk and/or Council.
3. To provide, develop manage and monitor a range of Community and Civic Events in accordance with a programme agreed by Community Services Committee and to liaise with the Town Clerk and other service teams regarding out-of-core hours staffing requirements.



4.	To ensure that all events are effectively risk-assessed, that there is good liaison with all other agencies affected by such activities, including the Estates team, and that there is extensive and targeted promotion and publicity.
5.	To manage the various Council community grants programmes and to ensure that criteria are regularly reviewed with related policies approved by Community Services Committee.
6.	To lead on external grants funding applications towards Town Council initiatives and projects, ensuring effective liaison and input where appropriate from the Town Clerk and senior colleagues.
7.	To manage and co-ordinate all Town Council liaisons with Cornwall Council and other public bodies and agencies regarding issues relating to community services that impact on the quality of life and well-being of residents of Bodmin, including social services, housing, low cost housing, environmental health, environmental services, services for the elderly and disadvantaged groups generally.
8.	To process manage, liaise and co-ordinate with the Police and in particular but not limited to, policing related issues that impact on the quality of life and well-being of residents of Bodmin including in relation to CCTV, criminal damage, anti-social behaviour and crime prevention for example.
9.	To manage and co-ordinate all Town Council liaisons with the voluntary sector, health services and other third-party agencies on community service issues that impact on the quality of life and well-being of residents of Bodmin.
10.	To manage and co-ordinate all Council interactions with Bodmin Museum, including official partnership arrangements agreed as Council policy.
11.	To line-manage the Town Council's reception and Visitor Information services, including all staff engaged in these functions, opening hours, shop stocks and policies related thereto.
12.	To ensure that Reception and Visitor Information staff maintain good relationships with local visitors and promote attractions, accommodation providers and the Chamber of Commerce, and maintain relevant information data bases relating thereto.
13.	To provide and manage the Town Council's external communications strategy, including the Council's website, Facebook, Twitter and other social media and external liaisons with press and media.
14.	To line manage the Council's caretaking and cleaning staff and ensure they are provided with schedules of use and customer's requirements prior to the commencement of any bookings.
15.	To line-manage bookings of Shire House and Shire Hall and ensure charges and policies related to usage of these areas are reviewed annually by Community Services Committee.
16.	To undertake research analysis in respect of issues pertaining to Community Services Committee and to report and advise accordingly.



17.	Contribute proactively to new initiatives and projects, ensuring they are implemented as determined in accordance with Council approved policy.
18.	Promote customer service, public participation, quality and equality.
19.	To assist the Town Clerk in the senior management role in respect of the Council's workforce, supervising Community Services personnel and undertaking all necessary activities in connection with the management thereof.
20.	To manage, as necessary, and develop staff performance objectives, undertake annual appraisals for staff engaged in Community Services, reviewing performance, outputs generally with periodic reporting to Community Services Committee. To consider and identify training needs as part of the continuing professional development (CPD) for the community service team ensuring that these are addressed. Managing sickness and other absence in line with Council procedures on this matter.
21.	To lead and service meetings of the Community Services Committee and any Sub-Committees or Working Groups thereof as required.
22.	To attend civic and community events as required.
23.	To carry out such other duties and responsibilities as may be required commensurate with the duties and responsibilities of the post.
SPECIAL CONDITIONS	
<p>A) The post holder will be required to travel independently over the Bodmin and neighbouring area, for which mileage is payable.</p> <p>B) The post holder will be required to attend evening meetings of the Community Services Committee and work some evenings and weekends supporting other meetings and events in order to fulfil the duties of the post of Community Services Manager, for which time off in lieu will be awarded.</p> <p>C) The post holder will be expected to comply, observe, and promote the values and behaviours of the Council in a professional and responsible manner.</p> <p>D) The job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and its grading.</p> <p>E) All Council employees are responsible for the implementation of the Health and Safety Policy so far as it affects them, their colleagues and others who may be affected by their work. The post holder is also expected to monitor the effectiveness of the health and safety arrangements and systems to promote appropriate improvements where necessary.</p> <p>F) There is an expectation that all employees will be committed to a programme of continuing professional development and be willing to learn new skills and keep abreast of new and improved methods of working, for the benefit of the people of Bodmin and the Town Council.</p>	



SIGNED POST HOLDER		DATE
SIGNED FOR BODMIN TC		DATE