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## SALTASH TOWN COUNCIL

### Minutes of the Meeting of the Personnel Committee held at the Guildhall on Thursday 27th February 2025 at 6.30 pm

**PRESENT:** Councillors: J Dent, S Martin (Chairman), S Miller, J Peggs (Vice-Chairman) and B Stoyel.

**ALSO PRESENT:** S Burrows (Town Clerk)

**APOLOGIES:** None.

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#### **68/24/25     HEALTH AND SAFETY ANNOUNCEMENTS.**

The Chairman informed those present of the actions required in the event of a fire or emergency.

#### **69/24/25     DECLARATIONS OF INTEREST:**

a. To receive any declarations from Members of any registerable (5A of the Code of Conduct) and/or non-registerable (5B) interests in matters to be considered at this meeting.

None.

b. The Town Clerk to receive written requests for dispensations prior to the start of the meeting for consideration.

None.

#### **70/24/25     TO RECEIVE AND APPROVE THE MINUTES OF THE EXTRAORDINARY PERSONNEL COMMITTEE HELD ON 19 DECEMBER 2024 AS A TRUE AND CORRECT RECORD.**

Please see a copy of the minutes on the STC website or request to see a copy at the Guildhall.

It was proposed by Councillor Martin, seconded by Councillor Peggs and **RESOLVED** that the minutes of the Extraordinary Personnel Meeting held on 19 December 2024 were confirmed as a true and correct record.

**71/24/25      TO RECEIVE A RECOMMENDATION FROM THE TOWN VISION SUB COMMITTEE AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.**

The Chairman announced that agenda item 5 is to be received with agenda item 6.

**72/24/25      TO RECEIVE AND REVIEW THE PERSONNEL COMMITTEE BUSINESS PLAN DELIVERABLES FOR QUARTER THREE AND CONSIDER ANY ACTIONS AND EXPENDITURE.**

It was proposed by Councillor Martin, seconded by Councillor Miller and **RESOLVED**

1. To note Town Vision Sub Committee's recommendation to accelerate the improvement of staff restrooms and changing facilities at the Guildhall under Strategic Priority 2, however, the present location currently doesn't provide available space to achieve this, but the importance is recognised;
2. To amend under 'Health and Wellbeing' the 'Action' – Improve Guildhall restrooms and changing facilities – due to incorrect description to – Provide Guildhall restrooms and changing facilities where feasible;
3. To increase the score under Strategic Priority 2 'Aim' – Provide excellent welfare facilities from 1 to 2;
4. Delegate to the Responsible Finance Officer to research health care insurance for staff reporting back at the next Personnel Committee meeting with a comprehensive report.

**73/24/25      TO RECEIVE THE PERSONNEL COMMITTEE BUDGET STATEMENT AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.**

It was **RESOLVED** to note.

**74/24/25      TO CONSIDER RISK MANAGEMENT REPORTS AS MAY BE RECEIVED.**

Nothing to report.

**75/24/25      TO CONSIDER HEALTH AND SAFETY REPORTS AS MAY BE RECEIVED.**

Nothing to report.

**76/24/25      TO REVIEW THE FOLLOWING TOWN COUNCIL POLICIES:**

The Town Clerk informed Members that the Employee Handbook requires updating, Human Resources Support Consultancy continue to work through the handbook to be received at a future Personnel Committee meeting. Saltash Town Council works to ACAS rights, rules and best practice.

- a. Data Protection - Criminal Records Information Policy;
- b. Data Protection Policy (Employees);
- c. Disability Employment Policy;
- d. Equality and Diversity Policy;
- e. Employee Handbook;
- f. Employee Recognition Scheme;
- g. Protocol for Member Officer Relations;
- h. Recruitment & Selection Policy;
- i. Training and Development Policy;

It was proposed by Councillor Peggs, seconded by Councillor Dent and **RESOLVED** to note the Town Clerk's update and that there are no other amendments to be made at this time.

**77/24/25      TO RECEIVE STAFF COMPLIMENTS AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.**

The Town Clerk informed Members that the Communications and Engagement Officer is preparing a Saltash Town Council newsletter where we would like to include staff compliments.

It was **RESOLVED** to note and thank the staff for their continued efforts.

**78/24/25      TO NOTE THE APPOINTMENT OF THE COMMUNICATIONS AND ENGAGEMENT OFFICER.**

It was **RESOLVED** to note the appointment of Ben Gordon, the Communications and Engagement Officer.

**79/24/25      TO NOTE THE APPOINTMENT OF THE ADMINISTRATION OFFICER AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.**

It was proposed by Councillor Martin, seconded by Councillor Miller and **RESOLVED** to note the temporary appointment of Lee Wright the Administration Officer and to ratify Reed Agency hourly rate of £27.90 allocated to budget code 6694 EMF Staff Contingency.

**80/24/25      TO RECEIVE UPDATED JOB DESCRIPTIONS AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE:**

- a. Administration Officer;
- b. Planning and General Administrator;
- c. Receptionist / Mayor's Secretary.

It was proposed by Councillor Stoyel, seconded by Councillor Dent and **RESOLVED** to approve the updated Administration Officer, Planning and General Administrator and Receptionist / Mayor's Secretary job descriptions to align their duties and responsibilities of the role (as attached).

**81/24/25      PUBLIC BODIES (ADMISSION TO MEETINGS) ACT 1960**

It was proposed by Councillor Martin, seconded by Councillor Peggs and **RESOLVED** that pursuant to Section 1(2) of the Public Bodies (Admission to meetings) Act 1960 the public and press leave the meeting because of the confidential nature of the business to be transacted and in accordance with Saltash Town Council Standing Orders and Terms of Reference.

The Chairman informed Members that the meeting is now in Part Two.

The Chairman reminded Members that items discussed are of the **strictest confidence** and must **not** be discussed or shared with others.

The Chairman asked Members to refrain from taking notes in part two confidential session, reports have been provided.

All Members are subject to GDPR, Data Protection Regulations and the Code of Conduct.

Members noted the Chairman's statement.

**82/24/25      TO RECEIVE AND APPROVE THE MINUTES OF THE EXTRAORDINARY PRIVATE AND CONFIDENTIAL PERSONNEL COMMITTEE HELD ON 19 DECEMBER 2024 AS A TRUE AND CORRECT RECORD.**

It was proposed by Councillor Martin, seconded by Councillor Peggs and **RESOLVED** that the minutes of the Extraordinary Private and Confidential Personnel Meeting held on 19 December 2024 were confirmed as a true and correct record.

**83/24/25      TO RECEIVE REPORTS ON STAFF TRAINING AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE:**

a. Training Attended;

The Town Clerk informed Members there is no report.

b. Training Requests;

AAT Level 4 Diploma in Professional Accounting:

It was proposed by Councillor Dent, seconded by Councillor Stoyel and **RESOLVED:**

1. To approve the Finance Assistant to undertake AAT Level 4 diploma in Professional Accounting;
2. At a total cost of £2,796 allocated to budget code 6656 ST PE Staff Training for the years 2025/26 and 2026/27;
3. To approve the payment terms of a low initial deposit followed by affordable monthly instalments over the duration of the course (approximately 18 months), to be determined at the time of registration;
4. To setup a training agreement between Saltash Town Council and the Finance Assistant;
5. To delegate to the Finance Officer / Responsible Finance Officer to manage the Finance Assistant's training sessions without compromising operational needs.

### Portable Appliance Testing (PAT Testing):

It was proposed by Councillor Miller, seconded by Councillor Stoyel and **RESOLVED:**

1. To refer the PAT training request to the Service Delivery Manager to provide a PAT register of items and frequency thereof, a list of Town Council PAT equipment and if additional equipment is required and at what cost;
2. Service Delivery Manager to provide a comprehensive report to be received at the next Personnel Committee meeting;

### City and Guilds 2345 Electrotechnical Experienced Worker Level 3:

It was proposed by Councillor Peggs, seconded by Councillor Stoyel and **RESOLVED:**

1. To approve the Assistant Service Delivery Manager (ASDM) to undertake City and Guilds Electrotechnical Experienced Worker Level 3;
2. At a cost of £2,086, 50% funded by the ASDM and the other 50% allocated to budget code 6676 Staff Training (Service Delivery) for the year 2025-26;
3. To setup a training agreement between Saltash Town Council and the ASDM;
4. To delegate to the Service Delivery Manager (SDM) to liaise with HRSC to temporarily amend the ASDM working week to support his training needs – weekday to a Saturday there is to be no other change in his terms of employment;
5. That the ASDM ensures his electrical qualification remains in date at all times, at his cost not Saltash Town Council, and the relevant certificates are provided to Saltash Town Council for our records;
6. That it is the ASDM's responsibility to ensure all regulatory amendments are adhered to at all times, at the cost of the ASDM not Saltash Town Council;
7. Points 5 and 6 above are to ensure that all Saltash Town Council installation work undertaken by the ASDM meets the standards expected to keep us all safe;
8. To delegate to the SDM to ensure that the above is adhered to and the Town Clerk is informed at all times.

**84/24/25      TO RECEIVE A REPORT FROM THE COMMUNITY HUB TEAM LEADER AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.**

It was proposed by Councillor Peggs, seconded by Councillor Dent and **RESOLVED:**

1. To approve the updated Library and Information Assistants job descriptions to align their duties and responsibilities of the role subject to the Community Hub Team Leader (CHTL) further updating the job description, reporting back to the Town Clerk (as attached);
2. To approve an increase in hours to 25 per week for all 4 Library and Information Assistants to commence from 1 April 2025 working within the Library Staffing budget code 2025/26;
3. To advertise a permanent 25 hour per week Community Hub Assistant role with immediate effect to commence from 1 April subject to Full Council's approval of points 6 and 7 below;
4. To delegate to the CHTL to liaise with HRSC to arrange addendums to employment contracts;
5. To **RECOMMEND** to Full Council reducing the number of Library and Information Assistant posts from 6 to 5 in the Town Council staffing structure to commence from 1 April 2025 (as attached);
6. To **RECOMMEND** to Full Council approving an additional 1 hour to the Library Staffing budget code increasing from a weekly total of 124 to 125 hours to provide consistency, a less complex rota, and improved coverage to commence from 1 April 2025;
7. To **RECOMMEND** to Full Council approving a change of job title from Library and Information Assistants to Community Hub Assistants with immediate effect (as attached).

**85/24/25      TO RECEIVE A STAFFING REPORT FROM THE TOWN CLERK AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.**

It was **RESOLVED** to note.

The Town Clerk informed Members that the meeting is about to exceed 2 ½ hours breaching Standing Orders.

It was proposed by Councillor Martin, seconded by Councillor Stoyel and **RESOLVED** to suspend Standing Order Section 3.26.



**86/24/25      TO RECEIVE A REPORT ON ANNUAL STAFF PERFORMANCE REVIEWS AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.**

It was proposed by Councillor Miller, seconded by Councillor Stoyel and resolved to **RECOMMEND** to Full Council to be held on 6 March 2025 to approve staff salary increments for those who meet the criteria working within budget for the year 2025/26.

**87/24/25      TO RECEIVE A REPORT ON STAFF END OF YEAR ANNUAL LEAVE 2024-25 AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.**

It was proposed by Councillor Martin, seconded by Councillor Dent and **RESOLVED** to note the report and delegate to the Town Clerk to ensure all staff use their annual leave prior to the end of the year to avoid days being lost.

**88/24/25      TO RECEIVE NOMINATIONS FOR THE EMPLOYEE RECOGNITION SCHEME AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.**

It was proposed by Councillor Stoyel, seconded by Councillor Martin and **RESOLVED:**

1. To award the Service Delivery Administration Assistant with the Employee Recognition Scheme for exceptional effort;
2. To purchase a voucher to the value of £25 allocated to budget code 6660 Staff Recognition;
3. To present a certificate;
4. To promote on social media and display in the reception of the Guildhall subject to the Administration Assistant's permission.

**89/24/25      TO RECEIVE A REPORT FROM HR CONSULTANCY AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.**

It was proposed by Councillor Martin, seconded by Councillor Dent and **RESOLVED**:

1. To note the report;
2. To appoint HRSC at an hourly rate of £50 to work with the Town Clerk to further investigate point 5 listed in the report reporting back at a future Personnel Committee meeting with their findings;
3. To allocate associated cost to budget code 6691 EMF Legal Fees working within budget.

**90/24/25      TO CONSIDER ANY ITEMS REFERRED FROM THE MAIN PART OF THE AGENDA.**

None.

**91/24/25      PUBLIC BODIES (ADMISSION TO MEETINGS) ACT 1960**

It was proposed by Councillor Martin, seconded by Councillor Peggs and **RESOLVED** that the public and press be re-admitted to the meeting.

**92/24/25      TO CONFIRM ANY PRESS AND SOCIAL MEDIA RELEASES ASSOCIATED WITH ANY AGREED ACTIONS AND EXPENDITURE OF THE MEETING.**

It was proposed by Councillor Martin, seconded by Councillor Stoyel and **RESOLVED** to issue the following social media release:

1. Employee Recognition Award subject to the Administration Assistant permission.

**DATE OF NEXT MEETING**

Thursday 26 June 2025 at 6.30 pm

Rising at: 9.36 pm

Signed: \_\_\_\_\_  
Chairman

Dated: \_\_\_\_\_

**Job Description**

Position Title	Administration Officer
Location	Saltash Town Council – The Guildhall
Reporting to	Office Manager / Assistant to the Town Clerk
Hours	37 Hours per week variable generally 9am to 5pm Monday to Friday subject to your attendance at evening meetings, civic events and projects as required.
NJC Grade	13-17

**Job purpose:**

To collaborate with the Office Manager / Assistant to the Town Clerk and the Administration Department to provide essential support for the efficient operations of the Town Council assisting with Town Council duties and responsibilities on a day-to-day basis.

To support in maintaining effective communication channels between the administration department and across other Town Council departments, Town Councillors, key stakeholders and members of the public.

To help ensure the team follows departmental and Town Council policies and procedures, raising any issues or areas for improvement with the Office Manager / Assistant to the Town Clerk.

To attend and provide Committee and Town Council meeting administration and support to the Town Clerk.

**Key responsibilities:**

1. To support the Office Manager / Assistant to the Town Clerk in ensuring best practice is always maintained including review of policies, procedures, Standing Orders, Financial Regulations and the business plan.
2. To participate in the maintaining of all records and documents relating to the Town Council assisting in ensuring policies and processes are adhered to, organised and up to date.
3. To provide cover for the Office Manager / Assistant to the Town Clerk as and when required and trained to do so.

4. To provide cover for staff (where trained to do so) when required and directed by the Officer Manager / Assistant to the Town Clerk, dealing with all enquiries in a polite and timely manner.
5. To assist the Officer Manager / Assistant to the Town Clerk with various Town Council duties and responsibilities on a day-to-day basis.
6. To support the Office Manager / Assistant to the Town Clerk in preparation and distribution of all agendas for the Town Council and all Council Committees, liaising with different departments to ensure correct reports are uploaded.
7. To attend Committee, Sub Committee, Town Council evening meetings and any other Town Council meetings to take and produce the minutes or notes, as required.
8. To be responsible for the setup of the room for Town Council and Council Committees liaising with the Office Manager / Assistant to the Town Clerk.
9. To support the Office Manager / Assistant to the Town Clerk for reviewing all IT equipment and software.
10. To provide a full burial administration service jointly with the Administration Department.
11. To support and provide cover for the Senior Policy and Data Compliance Officer when required and trained to do so.
12. To assist in maintaining and updating the Town Council website ensuring WCAG compliance is always met.
13. To be an advocate for the Town Council business plan as part of the team in assisting the Town Council to meet the objectives and deliverables.
14. To assist in obtaining quotes for items and contracts relating to the administration department to form part of the annual budget review / precept setting.
15. Be proactive in identifying opportunities for learning and professional development to ensure continuous improvement.
16. To be responsible and support the Office Manager / Assistant to the Town Clerk with the recruitment for the Town Council.
17. To work in accordance with the General Data Protection Regulations and Town Council's policies and procedures.

18. 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.
19. The job description will be reviewed as necessary and may be changed in the light of experience and in consultation with the post-holder.

## Job Description

Position Title	Planning and General Administrator
Location	Saltash Town Council – The Guildhall
Reporting to	Office Manager / Assistant to the Town Clerk
Hours	37 Hours per week variable but generally 9am to 5pm Monday to Friday subject to your attendance at evening meetings, civic events and projects as required.
NJC Grade	10-12

### Job purpose:

To support the Office Manager / Assistant to the Town Clerk in the day-to-day front of office functions of the Town Council.

To support the Office Manager / Assistant to the Town Clerk in ensuring the smooth day-to-day running of the Town Council's Planning and Administration duties.

To develop and maintain professional working relationships with colleagues, Town Councillors, key stakeholders and members of the public.

To provide general administrative support to the Office Manager / Assistant to the Town Clerk and Town Council as required.

To manage reception duties, providing a welcoming and professional first point of contact for visitors and enquiries.

To assist with the preparation, administration and support of Committee and Town Council meetings.

### Key responsibilities:

1. To be the first point of contact for all incoming communication and dealing with all enquiries in a professional manner.
2. To be responsible for the receiving and acknowledging of payments to the Town Council liaising with the Office Manager / Assistant to the Town Clerk.
3. To be responsible with the Community Chest and Festival Fund applications (in the absence of the Receptionist / Mayors Secretary), updating of Allotment applications (in the absence of the Service Delivery Administration Assistant)

and Burial Registers jointly with the Receptionist/Mayors Secretary liaising with the Office Manager / Assistant to the Town Clerk.

4. To assist in recruitment for the Town Council jointly with the Administration Officer and Receptionist/Mayors Secretary as directed by the Office Manager / Assistant to the Town Clerk.
5. To provide a full burial administration service jointly with the Administration Officer and Receptionist/Mayors Secretary.
6. To be responsible for various reception and administration duties liaising with the Office Manager / Assistant to the Town Clerk.
7. To assist the Office Manager / Assistant to the Town Clerk in preparation and distribution of all agendas, minutes and reports for the Town Council, all Council Committees and external partnerships, liaising with different departments to ensure correct reports are uploaded.
8. To attend Committee, Sub Committee, Town Council evening meetings and any other Town Council meetings to take and produce the minutes or notes, as required.
9. To assist in the setup of the room for Town Council and Council Committees liaising with the Office Manager / Assistant to the Town Clerk.
10. To be responsible for providing various planning administration duties, liaising with Cornwall Council Planning Officers, and the Office Manager / Assistant to the Town Clerk.
11. To provide administrative support to the Officer Manager / Assistant to the Town Clerk with various Town Council duties and responsibilities on a day-to-day basis.
12. To provide cover for staff (where trained to do so) when required and directed by the Officer Manager / Assistant to the Town Clerk, dealing with all enquiries in a polite and timely manner.
13. To be an advocate for the Town Council business plan as part of the team in assisting the Town Council to meet the objectives and deliverables.
14. To assist in obtaining quotes for items and contracts relating to the administration department to form part of the annual budget review / precept setting.



15. Be proactive in identifying opportunities for learning and professional development to ensure continuous improvement.
16. To work in accordance with the General Data Protection Regulations and Town Council's policies and procedures.
17. To undertake such duties as may arise from time to time commensurate with the position.

This document, whilst outlining the duties which it is anticipated will be undertaken by the post holder, indicates mainly the level of responsibility. It is not a comprehensive and exhaustive list, and the duties may be varied at time to time by the Council.

Saltash Town Council has an ongoing commitment to the development of its staff. To facilitate this, staff will be encouraged to update their skills and competencies as and when required.

## Job Description

Position Title	Receptionist / Mayors Secretary
Location	Saltash Town Council – The Guildhall
Reporting to	Office Manager / Assistant to the Town Clerk
Hours	37 Hours per week variable but generally 9am to 5pm Monday to Friday subject to your attendance at evening meetings, civic events and projects as required.
NJC Grade	10-12

### Job purpose:

To support the Office Manager / Assistant to the Town Clerk in the day-to-day front of office functions of the Town Council.

To support the Office Manager / Assistant to the Town Clerk in ensuring the smooth day-to-day running of the Town Council's Mayoral and Civic duties.

To develop and maintain professional working relationships with colleagues, Town Councillors, key stakeholders, members of the public and dignitaries.

To provide administrative and diary management support for the Mayor, including scheduling appointments, co-ordinating engagements and preparing correspondence.

To manage reception duties, providing a welcoming and professional first point of contact for visitors and enquiries.

To assist with the preparation, administration and support of civic events and Town Council meetings.

### Key responsibilities:

1. To be the first point of contact for all incoming communication and dealing with all enquiries in a professional manner.
2. To be responsible for the receiving and acknowledging of payments to the Town Council liaising with the Office Manager / Assistant to the Town Clerk.

3. To be responsible with the Community Chest and Festival Fund applications, updating of Allotment applications (in the absence of the Service Delivery Administration Assistant) and Burial Registers jointly with the Planning and General Administrator liaising with the Office Manager / Assistant to the Town Clerk.
4. To assist in recruitment for the Town Council jointly with the Administration Officer and Planning Administrator and General Administrator as directed by the Office Manager / Assistant to the Town Clerk.
5. To provide a full burial administration service jointly with the Administration Officer and Planning and General Administrator.
6. To be responsible for various reception and administration duties liaising with the Office Manager / Assistant to the Town Clerk.
7. To be responsible in supporting the incumbent Mayor in serving the people of Saltash and events and functions of the Town Council.
8. To be responsible for various Mayoral Civic, Ceremonial and Administration duties.
9. To be responsible in organising Town Council Civic and Community Events i.e. Civic Service and Remembrance Service and to attend events as directed by Office Manager / Assistant to the Town Clerk.
10. To assist the Office Manager / Assistant to the Town Clerk in preparation and distribution of all agendas, minutes and reports for the Town Council, all Council Committees and external partnerships, liaising with different departments to ensure correct reports are uploaded.
11. To attend Committee, Sub Committee, Town Council evening meetings and any other Town Council meetings to take and produce the minutes or notes, as required.
12. To provide administrative support to the Officer Manager / Assistant to the Town Clerk with various Town Council duties and responsibilities on a day-to-day basis.
13. To provide cover for staff (where trained to do so) when required and directed by the Officer Manager / Assistant to the Town Clerk, dealing with all enquiries in a polite and timely manner.
14. To be an advocate for the Town Council business plan as part of the team in assisting the Town Council to meet the objectives and deliverables.

15. To assist in obtaining quotes for items and contracts relating to the administration department to form part of the annual budget review / precept setting.
16. Be proactive in identifying opportunities for learning and professional development to ensure continuous improvement.
17. To work in accordance with the General Data Protection Regulations and Town Council's policies and procedures.
18. To undertake such duties as may arise from time to time commensurate with the position.

This document, whilst outlining the duties which it is anticipated will be undertaken by the post holder, indicates mainly the level of responsibility. It is not a comprehensive and exhaustive list, and the duties may be varied at time to time by the Council.

Saltash Town Council has an ongoing commitment to the development of its staff. To facilitate this, staff will be encouraged to update their skills and competencies as and when required.

**COMMUNITY HUB ASSISTANT – JOB DESCRIPTION**

Hours:	Monday to Saturday, hours variable, currently required over 5 days.
Responsible to:	Community Hub Team Leader
Purpose of job:	To provide a proactive and comprehensive Community Hub service to both internal and external customers, which will involve interpreting the customer's need, initiating appropriate service delivery and ensuring effective resolution of their requests.

**RESPONSIBILITIES**

4. To establish a good knowledge of Saltash Community Hub resources, including the maintenance and presentation of stock and the Universal Library Offer in the themes of reading, culture and creativity, health and wellbeing, information and digital.
2. To assist in promoting and marketing the Community Hub.
3. To participate and assist in the delivery and development of the Community Hub such as events and activities.
4. To undertake the required roles within the Community Hub setting.
5. To offer initial reading choice guidance to adults and children, assist in promoting the library offer and reading with schools.
6. To receive customer enquiries by telephone, electronically, post or person. Assess service requests, suitably prioritise, and take prompt appropriate action in accordance with procedures.
7. To process payments, receipts, and prepare associated paperwork and electronic records in an efficient and effective manner.
8. To process requests for Saltash Town Council and Cornwall Library services in accordance with current procedures.
9. To record and refer enquiries as determined.
10. To use customer service IT packages effectively, updating and maintaining computerised systems to ensure the service performs successfully, as instructed by Cornwall Council.
11. To ensure a positive and flexible approach to the variety of tasks and work patterns to meet customer demands.
12. To deal with customer complaints in accordance with the Town Council's Complaint Handling and Customer Behaviour policies, advising customers of the applicable procedures, proactively resolving wherever possible or escalating to your line manager if required.
13. To work in accordance with the new General Data Protection Regulations, Saltash Town Council's policies and procedures, safeguarding, equality and diversity.

14. To be an advocate for the Town Council business plan as part of the team in assisting the Town Council to meet the objectives and deliverables.
15. To identify training to the post and attend as instructed by your line manager.
16. To support staff and volunteers with day-to-day on the job work queries as they arise. Staff and volunteer training and development is delivered and managed by the line manager.
17. Undertake as required other delegated duties appropriate to the grading of the post, and the potentially changing work patterns as the Library Hub develops in the future.

This document, whilst outlining the duties which it is anticipated will be undertaken by the post holder, indicates mainly the level of responsibility. It is not a comprehensive and exhaustive list, and the duties may be varied at time to time by the Council.

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Saltash Town Council Line Management Staff Structure

