

## **ASSISTANT COMMUNITY HUB TEAM LEADER – JOB DESCRIPTION**

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|-----------------|---|
| Hours:          | 37.5 hours per week. Monday to Saturday, hours variable over 6 days.  |
| NJC scale:      | NJC 13 – 17   |
| Responsible to: | Community Hub Team Leader   |
| Purpose of job: | Support and assist the Community Hub Team Leader in the day to day functions and promotion of the Library Hub and manage the continuity of the Library Hub services in partnership with Cornwall Council. |
| Place of Work:  | Your normal place of work is Saltash Library Hub. However, you may be required to work at any of other locations within Saltash, now or in the future, depending upon business needs.                     |

### **RESPONSIBILITIES**

1. Undertake delegated duties appropriate to the grading of the post, and the potentially changing work patterns as the Library Hub Service develops in the community, ensuring a positive and flexible approach to the variety of tasks and work patterns within the role.
2. To promote the Saltash Town Council Library Hub service to all members of the community including external community 'pop-ups'.
3. Assist in the development of on-line marketing in accordance with Saltash Town Council media policy.
4. Lead the 'outreach' Library Hub activities, School reading, Community Group visits, activities. etc
5. To work in accordance with the new General Data Protection Regulations, Town Council's policies and procedures.
6. To attend relevant training as required.
7. Report to the Town Clerk in Community Hub Team Leader absence.
8. Manage the daily Cornwall Council Library procedures and information, update Library Information Assistants team for daily continuity across bi-weekly staffing rotas.
9. To establish a good knowledge of Library resources, including the maintenance and presentation of stock and the Universal Library Offer in the themes of Reading, Health, Culture, Learning, Information and Digital.
10. To participate and assist in the delivery of Library Hub centred activities and events.
11. To undertake the required roles within the Library Hub setting including Welcome Desk host, weekly stock deliveries, Information Service and signposting.

12. To receive customer enquiries by telephone, electronically, post or face to face. Assess and establish the reason for service requests, suitably prioritise, and take prompt appropriate action in accordance with procedures and instructions.
13. To process payments; receipt and prepare associated paperwork and electronic records in an efficient and effective manner.
14. To process requests for Council services in accordance with current procedures.
15. To use customer service IT packages effectively, updating and maintaining computerised systems to ensure the service performs successfully.

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.