

Post: Community Hub and Library Development Manager

Date Reviewed: April 2023

Hours: 37 hours per week

Spinal Point Range: 16 – 23 (from 1st April 2022) (£26,357 – £30,151)

Job purpose:

- To be part of the senior Torpoint Town Council team, undertaking the day-to-day management and strategic development of the Torpoint Library and Community Hub.
- Line managing the Community Hub and Library Support Assistants, leading partnerships with external organisations and groups; actively promoting Torpoint with relevant partners, the business community, the community, the media and the general public to further the Town Council's aspirations.
- Reports to – Town Clerk & RFO.
- This position is subject to a Disclosure barring check.

DUTIES	
1.	To proactively manage, further develop, implement and promote/market a high quality Library and Community Hub, accessible to all members of the community.
2.	To work closely with the Town Clerk & RFO to maintain an overview of engagement, impact and performance whilst seeking to maximise opportunities for partnership and business development, income generation, learning, training and development and employment opportunities for the community.
3.	To lead, recruit, motivate and develop the Library and Community Hub team, including staff, partners and volunteers to ensure it performs successfully, both individually and collectively in order to achieve the objectives and ensuring that staffing levels are optimised in order to minimise the necessity for agency or relief staffing.
4.	To identify funding and investment, compiling creative and compelling bids and tenders to secure monies for Library and Community Hub development and implementation.
5.	To manage all the library stock within the locality in accordance with the procedures set down by Cornwall Council. Also, to manage café stock levels.
6.	To monitor, review and improve processes, systems and practices to ensure that the Library and Community Hub performs successfully and optimises efficiencies.
7.	Proactively manage the team who are the first point of contact for internal and external customers and to provide information, record customer requests and refer customers to other departments of the Council's as appropriate.

8.	To identify and implement engagement opportunities with community stakeholders to increase footfall, to ensure that the Library and Community Hub meets local needs and recommend options for future development.
9.	To liaise with Council specialist officers to ensure that service promotions and initiatives are delivered effectively within the locality, for example children's activities, promotions on behalf of housing or adult social care etc.
10.	To manage locally delegated budgets and cash handling for the Library and Community Hub in order to deliver the service effectively and sustainably.
11.	To produce oral and written reports on engagement level, activity delivery and the development of new programmes / projects. Actively participate in and contribute to, relevant sub-groups of the Town Council.
12.	To design, develop and implement a range of activities which generate new customers and visitors for the Library and Community Hub's products and services. To utilise the Council's policies, procedures and social media platforms to enhance the profile and reputation of the organisation.
13.	To manage a high standard of cleanliness of the Library and Community Hub facility and manage Dreckly's Café to maintain a high standard of cleanliness suitable for serving/consuming food.
14.	To undertake appropriate training and acquisition of professional qualifications in pursuance of the Town Council's and Cornwall Council's objectives and personal development.
15.	Undertake any other delegated duties appropriate to the grading of the post, and the potentially changing work patterns as the Library and Community Hub develops in the future as required.