



REPORTS TO: - Community Hub and Library Development Manager

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graph TD; TC[Town Clerk & RFO] --> TCSO[Town Council Support Officer]; TC --> OM[Operations Manager]; TC --> CHM[Community Hub Manager]; OM --- FO1[Caretaker/ Enforcement Officer]; OM --- FO2[Caretaker/ Enforcement Officer]; OM --- FO3[Caretaker/ Enforcement Officer]; OM --- FO4[Caretaker/ Enforcement Officer]; OM --- FOP[Facilities Operative]; CHM --- CHSA1[Com Hub & Library Support Assistant]; CHM --- CHSA2[Com Hub & Library Support Assistant]; CHM --- CHSA3[Com Hub & Library Support Assistant]
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The organizational chart for the Town Clerk & RFO shows three main reporting lines:

- Town Council Support Officer**
- Operations Manager**, who oversees:
 - A vertical stack of four roles: Caretaker/ Enforcement Officer.
 - A Facilities Operative role positioned to the left of the stack.
- Community Hub Manager**, who oversees:
 - A vertical stack of three Com Hub & Library Support Assistant roles.

Main Duties and Responsibilities

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4. To use customer service IT packages effectively, social media sites, updating and maintaining computerised systems to ensure the service performs successfully.
5. To handle payment transactions for Community Hub services as required; which may include supporting customers to use electronic and kiosk payment methods.
6. To support events in Torpoint to increase awareness of the aims and objectives of the Community Hub and Library. To participate in the delivery of Community Hub and Library centred activities such as Rhyme time sessions, reader development activities, story times and events for children and adults.
7. To support the cleanliness standard of the Community Hub and customer contact areas to maintain a standard suitable for consuming food and drink, operating safe Food Hygiene principles.
8. To promote the Community Hub and Library Service to all members of the community. To operate in accordance with the diverse needs of the community to ensure equal access to services.
9. To ensure a positive and flexible approach to the variety of tasks and work patterns within the role as the service develops to enable effective and appropriate staffing levels to meet customer demand, this will include weekend/evening working.
10. To undertake appropriate training and acquisition of professional qualifications in pursuance of the Town Council's and Cornwall Council's objectives and personal development.
11. To undertake any other delegated duties appropriate to the grading of the post, and the potentially changing work patterns as the Community Hub and Library develops in the future as required.

SIGNED POST HOLDER		DATE
SIGNED FOR TORPOINT TC		DATE