

April Personnel Committee Meeting (Monday 27th April 2026)

Background to the Role of Operations Manager

The position was originally created in early 2020 and it developed from a part-time operational supervisory post into a full-time operational management role. The breadth of responsibilities now combines elements typically associated with facilities management, operational service delivery and compliance oversight, representing a significantly broader scope than when the role was first established.

Review of Job Description and Spinal Point Scale for Operations Manager

At the March 2026 Full Council meeting *it was resolved to increase the spinal points for 13 employees as detailed below [in the minutes], with effect from 1st April 2026, returning to Council with a review paper regarding the Operations Manager role/JD, in due course.*

At the April 2026 Full Council meeting the council **delegated authority to the next meeting of the Finance and Operations Committee** to approve any *recommendation* coming from the Personnel Committee meeting, to be held Monday 27th April 2026.

The Operations Manager has recently reached the milestone of 5 years' service and when appointed, due to his 20 years Operational experience, he commenced employment mid-way through the spinal point scale.

Current Job Description of Operations Manager (October 2022 revised)

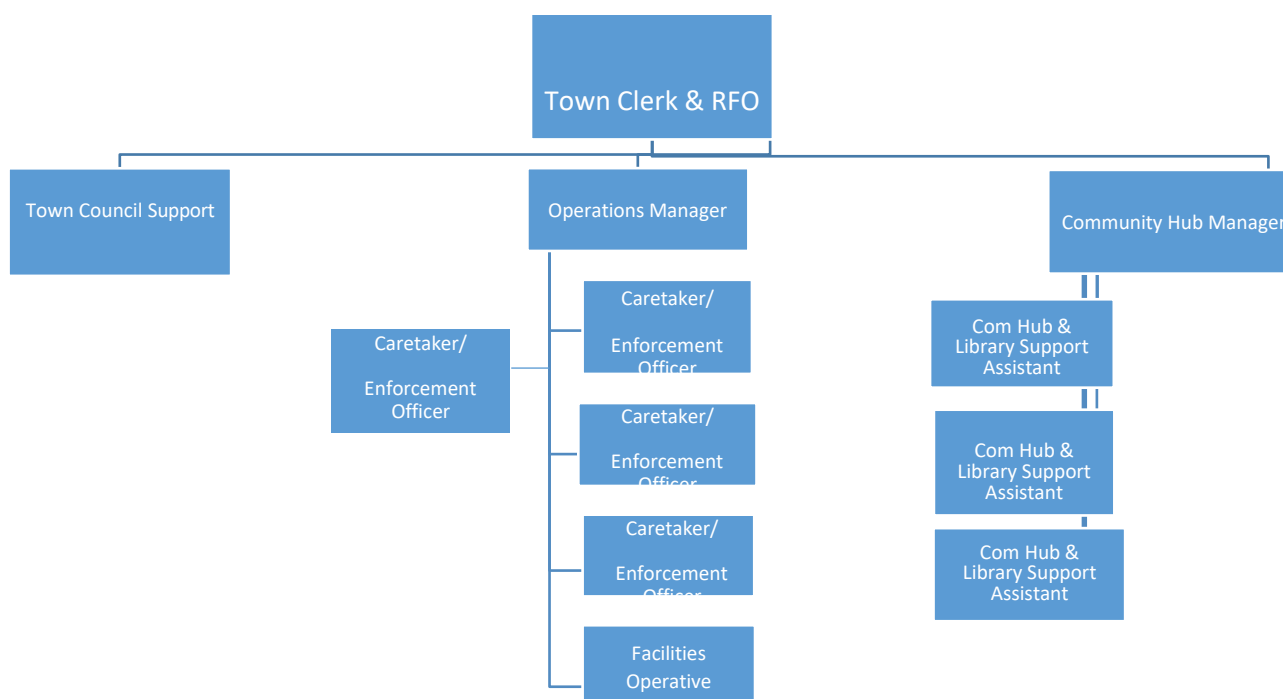
POST: - Operations Manager

SALARY GRADE: - NJC band (Spinal Point Range) 18 – 23

HOURS: - 37 hours per week

REPORTS TO: - Town Clerk & RFO (Responsible Finance Officer)

Town Council Organisation Chart April 2022



PURPOSE OF POST: - To act as the Council's designated Health and Safety Officer planning and managing the operational and devolved assets and facilities of the Town Council against a maintenance plan agreed with the Town Clerk & RFO. To lead a team of approximately five employees working flexibly across a range of operational services to deliver a high quality responsive service for the Council.

Main Duties and Responsibilities

1. Site management of the Council complex and other properties.
2. Line Management and supervision of Caretaking/Enforcement and Cleaning staff, this will include time management, sickness absence and leave approvals. To approve overtime in accordance with the Town Council policy and procedures.
3. To act as the Council's designated Health and Safety Officer by supporting the Town Clerk & RFO with the implementation and compliance of the Council health and safety policy and procedures ensuring the health, safety and well-being of all who visit or work (including contractors) on or in facilities provided by the Council or operating services on behalf of the Council. To prepare and monitor risk assessments, where appropriate.
4. To act as the Technical Co-ordinator/Representative for all contractors working on behalf of the Town Council, reviewing and agreeing contractor provided Risk Assessments and Method Statements.

5. To ensure parks, gardens and bus shelters that are the responsibility of the Council are maintained to a suitable standard to meet the needs of the community. To work closely with community groups, contractors and other agencies as and when required.
6. To manage the cleaning and maintenance of public conveniences to a high standard and oversee the maintenance of legionella testing and inspection records.
7. To liaise with the Town Clerk & RFO with regard to the annual maintenance of CCTV cameras to ensure their operation at all times (where possible) and respond to access requests for CCTV footage.
8. To ensure the Enforcement patrols (Environmental crimes) are carried out effectively in accordance with Council policy.
9. To maintain the Council's fixed and portable asset register and under direction of the Town Clerk & RFO report any issues or problems with Council assets.
10. To attend Council meetings as directed by the Town Clerk & RFO. To provide secretariat support for Committee meetings when required.
11. To research products, equipment and best prices. To issue purchase orders for consumables, durables and assets in accordance with Financial Regulations, using appropriate accounting software.
12. To oversee monthly stock control of consumable items in compliance with Council Financial Regulations.
13. To co-ordinate road closures and marshals when required for Town Council related closures as directed by the Town Clerk & RFO.
14. To undertake appropriate training and acquisition of professional qualifications in pursuance of the Council's objectives and personal development.
15. Any other duties commensurate with the nature and scope of the post.

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|-----------------------------------|--|------|
| SIGNED POST HOLDER | | DATE |
| SIGNED FOR TORPOINT TC | | DATE |

Proposed Job Description of Operations Manager, with changes in red including change in Spinal Point Range (April 2026)

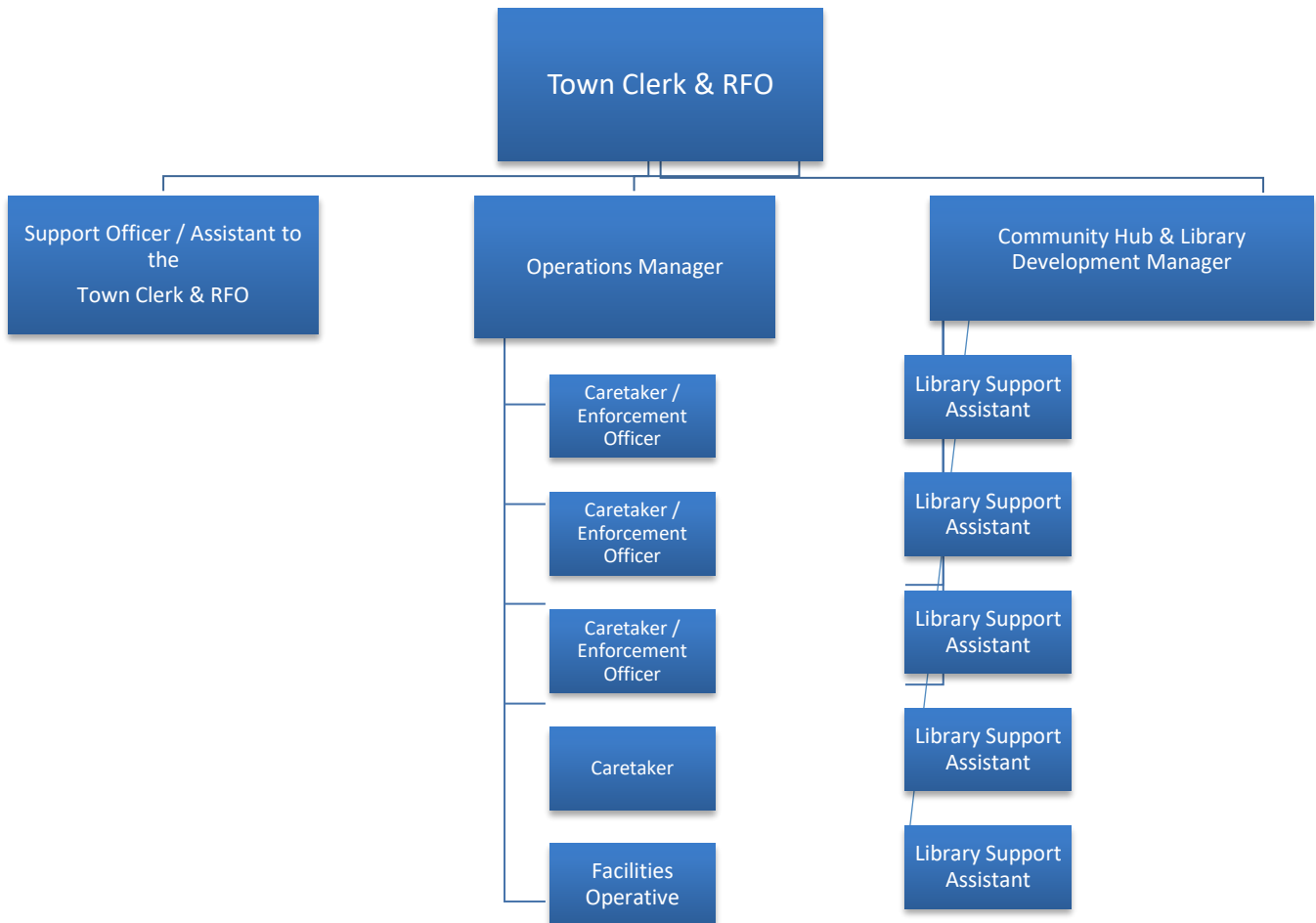
POST: - Operations Manager

SALARY GRADE: - NJC band (Spinal Point Range) **24 - 28**

HOURS: - 37 hours per week

REPORTS TO: - Town Clerk & RFO (Responsible Financial Officer)

Town Council Organisation Chart April 2026



PURPOSE OF POST: - To act as the Council’s designated Health and Safety Officer planning and managing the operational and devolved assets and facilities of the Town Council against a maintenance plan agreed with the Town Clerk & RFO. To lead a team of approximately **six** employees working flexibly across a range of operational services to deliver a high quality responsive service for the Council.

Main Duties and Responsibilities

1. Site management of the Council complex and other properties.
2. Line Management, supervision **and recruitment** of Caretaking/Enforcement and **Facilities Operations** staff, this will include time management, sickness absence and leave approvals, **appraisals and training**. To approve overtime in accordance with the Town Council policy and procedures.
3. To act as the Council’s designated Health and Safety Officer by supporting the Town Clerk & RFO with the implementation and compliance of the Council health and safety policy and procedures

ensuring the health, safety and well-being of all who visit or work (including contractors) on or in facilities provided by the Council or operating services on behalf of the Council. To prepare and monitor risk assessments, where appropriate. **To research and adhere to legislation regarding event security for all Town Council organised events and festivals.**

4. To **manage and undertake the** Technical Co-ordinator/Representative for all contractors working on behalf of the Town Council, reviewing and agreeing contractor provided Risk Assessments and Method Statements.
5. To ensure **parks, gardens, tennis courts**, bus shelters and **defibrillators** that are the responsibility of the Council are maintained to a suitable standard to meet the needs of the community. To work closely with community groups, contractors and other agencies as and when required. **To coordinate safe working of volunteers working for and on behalf of the Town Council.**
6. To manage the cleaning and maintenance of public conveniences to a high standard and **management and organisation of the** maintenance of legionella testing and inspection records.
7. To liaise with the Town Clerk & RFO with regard to the annual maintenance of CCTV cameras to ensure their operation at all times (where possible) and respond to access requests for CCTV footage.
8. To ensure the Enforcement patrols (Environmental crimes) are carried out effectively in accordance with Council policy.
9. To maintain the Council's fixed and portable asset register and under direction of the Town Clerk & RFO report any issues or problems with Council assets, **including the leased Town Council van, parks machinery and equipment.**
10. To attend Council meetings as directed by the Town Clerk & RFO. **To provide a monthly Operational Report** and secretariat support for Committee meetings when required. **To support the Town Clerk with reviewing Council Policies.**
11. To research products, equipment and best prices. To issue purchase orders for consumables, durables and assets in accordance with Financial Regulations, using appropriate accounting software. **To manage the purchase of Personal Protection Equipment and staff uniform within Financial Regulations.**
12. To oversee monthly stock control of consumable items in compliance with Council Financial Regulations.
13. To **safely manage road closures and** co-ordinate marshals when required for Town Council related closures as directed by the Town Clerk & RFO.
14. To undertake appropriate training and acquisition of professional qualifications in pursuance of the Council's objectives and personal development.
15. **The management of funding awarded and reporting under the direction of the Town Clerk.**
16. Any other duties commensurate with the nature and scope of the post.

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Training Record for Current post holder (Philip Griffiths)

| Date – valid for | Qualification | Notes |
|---|---|---|
| 04/06/2021 and valid for 5 years. | Traffic Management for Community Events | Awarding Body Lantra |
| 14/10/2022 | Managing Safely | Awarding Body ISOH - covers essential health and safety responsibilities, including risk assessment, hazard control, and performance measurement |
| 01/09/2024 | Certificate in Local Council Administration (CiLCA) | Level 3 qualification for clerks and staff working in local councils in England and Wales. It validates competence across core areas like law, finance, procedures, and community engagement A spinal point increase was awarded following successful completion of the CiLCA. |
| 11/02/2026 | Chapter 8 | Awarding Body CORMAC - Chapter 8 regulations are a code of practice put in place to ensure people who work on the highway, maintaining the roads, and place signage on the highway, can carry out and complete this safely. |
| First Aid, Manual Handling and Parks app training all completed as and when required. | | |

Research/benchmarking similar roles

| Date Advertised | Council | Position | Spinal Point Range | Comments |
|------------------------|----------------------------|--|--|---|
| June 2025 | Frome Town Council | Facilities Manager (PT) | SCP* 30 - 34 | 28,569 population (2021 Census) - annual precept for 2026/27 of £3,023,126 |
| Jan 2026 | Bodmin Town Council | Head of Operations | SCP* 46 – 49 | 16,909 population (2021 Census) – annual precept for 2026/27 of £2,021,355 |
| Jan 2025 | Choppington Parish Council | Operations Manager | SCP* 33 – 36 moving to 37 – 41 after agreed timescales | 5,000 – 6,000 population (2021 Census) - annual precept for 2025/26 £448,966 |
| April 2026 | Saltash Town Council | Operations Manager / Responsible Finance Officer | SCP* 37 – 41 | 16,288 population (2021 Census) – annual precept for 2026/27 £1,661,881 |
| April 2024 | Costessey Town Council | Operations Manager | SCP* 24 - 28 | 2,610 (2021 Census) – annual precept for 2020/21 £659,751 This therefore closely aligns with the Torpoint Town Council Operations Manager position |

*SCP – Spinal Column Point

It is therefore **recommended** to adopt the updated Job Description (April 2026) for the Operations Manager and Spinal Point Range as circulated, with the current Post holder (PG) progressing from spinal point 24 to 25, back dated to 1st April 2026.

Report by Town Clerk & RFO, Tuesday 21st April 2026