

## CAMBORNE TOWN COUNCIL



### OPERATIONS OFFICER

**SCP 29 – 35 £38,626 - £44,711**

1 year - Fixed Term Contract - Full Time with some evening meetings, and occasional out of hours working supporting events

### JOB DESCRIPTION

#### **Responsible to:**

Town Clerk

**Our Mission:** Community First

**Our Vision:** We Listen, we improve, we achieve. We are Camborne Town Council - Here for you.

**Our Values:** Empowering our Community, Trusting and Collaborative. Creative. Ambitious. Efficient and Responsive.

Camborne is geographically the largest parish in Cornwall. Reflecting Cornwall's diversity of urban areas, characterful villages, and sparsely populated rural areas of outstanding natural beauty. The Council administers an area of approximately 2,800 hectares and nearly 23,000 people live within the boundaries which include the villages of Barripper, Beacon, Brea, Kehelland, Penponds and Troon.

18 Councillors on Camborne Town Council represent the wards of Roskear, Trelowarren, Troon and Treswithian. Councillors are supported by a team of staff and the Town Clerk. In addition, there is a hard-working Amenities Team that maintains the wide range of facilities managed by us.

We provide a wide range of facilities including parks, playing fields, allotments, library services, community events, public realm CCTV, grants, and community donations. Further information about all of which can be found on this website.

#### **Job purpose:**

To serve as a member of a hard-working energetic Team to assist the Town Clerk in the day to day management of Council operations. The Operations Officer plays a critical role in overseeing and managing the day-to-day operations and people management of the Town Council. Working closely with the senior management, the Operations Officer ensures efficient people management and smooth operational processes, compliance with policies and regulations, and effective coordination

across the teams. This position requires strong organisational, analytical, and communication skills, along with the ability to identify areas for improvement and implement operational strategies.

### **Direct Reports**

Administrative Support Officer, Committee Support Officer, Administration Assistant, Library Manager, Events and Widening Participation Manager, Communications and Engagement Manager.

### **Indirect Reports**

Library Supervisor, Library Assistants

### **Duties & Responsibilities:**

#### **People Management**

- Provide support and oversight to the teams managed
- Collaborate with senior management to develop and implement operational strategies, goals, and plans that align with the Town Council's objectives.
- Monitor and evaluate operational performance, identify areas for improvement, and implement strategies to optimise efficiency and productivity.
- Develop and maintain operational policies, procedures, and guidelines to ensure consistency and compliance with regulations and industry best practices.
- To manage the teams, develop the teams, including behaviours and performance alongside ensuring that they understand and are fulfilling their objectives, providing support and guidance to help staff utilise their skills and capabilities as part of annual appraisal process and day to day management.
- To set up and monitor new KPIs for managed staff inline with organization objectives and needs of the services.

#### **Collaboration**

- Facilitate effective collaboration among different teams to ensure smooth coordination of operations.
- Serve as a liaison between teams, fostering teamwork and resolving operational issues or conflicts.
- Streamline processes and workflows to enhance efficiency and achieve operational objectives.
- To work with external organisations and stakeholders, attending meetings and providing reports to management as required.
- To work with external stakeholders, attending meetings and improving communication and collaboration.
- To work closely with the Library Manager on communication with Cornwall Council departments as required, to ensure that requirements are met.

#### **Budgeting and Resource Management**

- Support managers to deliver services within budgets, ensuring appropriate allocation of resources and adherence to financial guidelines, liaising with the Finance Manager or RFO as required to ensure records are correct.
- Monitor and control operational expenses, identify cost-saving opportunities
- Maintain accurate records of financial transactions and prepare reports for senior management as needed.

## **Compliance and Risk Management**

- Ensure compliance with relevant laws, regulations, and internal policies throughout the Town Council's operations.
- Identify operational risks and develop strategies to mitigate them, implementing appropriate controls and monitoring mechanisms.
- Conduct regular audits and inspections to assess compliance and identify areas for improvement.
- Management of a safe working environment for teams under management, liaising with internal Health and Safety Manager or Town Clerk to raise concerns as they arise.
- Working with the Events Manager to ensure that events are planned (including communication and approval) and delivered in line with requirements and expectations including health and safety guidelines, purple book and council objectives and policies.
- Supporting the Communications and Engagement Manager with internal and external communications as required.
- GDPR oversight and management. In consultation with the Town Clerk.
- Freedom of Information requests oversight and management, in consultation with the Town Clerk.

## **Process Improvement and Efficiency**

- Analyse operational processes and workflows, identify bottlenecks, and recommend improvements to enhance efficiency.
- Implement process improvement initiatives, including best practices.
- Monitor performance to measure performance and drive continuous improvement.

## **SMT**

- Supporting Town Clerk on recruitment of Town Council staff.
- Supporting the Town Clerk in driving process improvements and efficiencies in line with the Objectives and Strategic Plan.
- To attend meetings, and training courses associated with the work and role of Operations Officer as required and authorised by the Council.

**Camborne Town Council**

**Person Specification for the Operations Officer**

	<b>Essential Attributes</b>	<b>Desirable Attributes</b>
<b>Educational Qualifications</b>	<ul style="list-style-type: none"> <li>• 5 GCSE's including two of English, Maths and a Science or equivalent.</li> <li>• ILM level 3 or above in Line Management or equivalent qualification.</li> </ul>	
<b>Management</b>	<ul style="list-style-type: none"> <li>• Evidence of ability to provide leadership to enable, motivate and develop staff.</li> <li>• Evidence of ability to prioritise work, set targets, achieve positive outcomes and delegate effectively.</li> <li>• Previous practical experience managing operations</li> <li>• Evidence of ability to organise and manage resources effectively.</li> <li>• Evidence of a sound understanding of risk management and risk assessment.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of current Employment legislation</li> <li>• Ability to understand technical issues, including writing contract specifications.</li> <li>• Previous practical experience in health and safety and knowledge of legislation requirements as a manager. Experience in writing risk assessments.</li> <li>• Experience in managing corporate communications.</li> <li>• Events Management Experience</li> </ul>

<b>Communication Skills</b>	<ul style="list-style-type: none"> <li>• Excellent oral and written communication skills, including an ability to relate to, and communicate with councillors, staff, members of the public and external agencies.</li> <li>• Ability to provide objective advice to councillors in a timely and coherent manner, including analytical report writing and analysis.</li> </ul>	
<b>Information Technology</b>	<ul style="list-style-type: none"> <li>• Experience and practical ICT skills including Windows, Word, Excel and the Internet.</li> </ul>	
<b>Finance</b>	<ul style="list-style-type: none"> <li>• Previous experience of being a budget holder.</li> <li>• Ability to grasp the full implications of all financial decisions.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of bidding for external funds/grant funding.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Willingness to work out of office hours in order to attend Council meetings and Council business. Ability to operate with complete impartiality in a political environment. A current and clean driving licence.</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience of working in a Local Government Sector</li> </ul>