



TORPOINT TOWN COUNCIL JOB DESCRIPTION

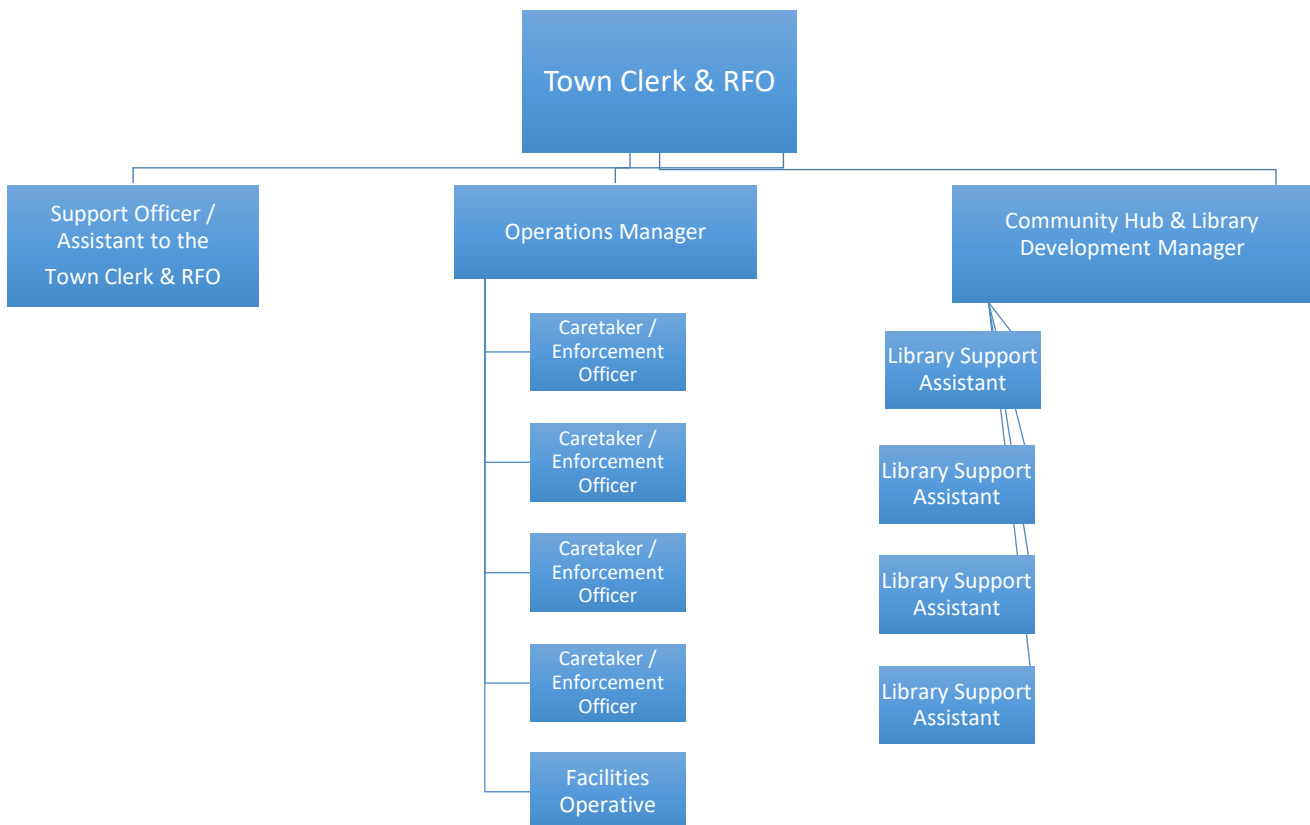
POST: - Community Hub and Library Support Assistant

SALARY GRADE: - NJC band (Spinal Point Range) 4 - 6

HOURS: - 7.5 hours per week

REPORTS TO: - Community Hub and Library Development Manager

Town Council Organisation Chart March 2025



Purpose of the post: - To provide a proactive and comprehensive Library and Community Hub service to both internal and external customers, which will involve interpreting the customer's need, initiating appropriate service delivery and ensuring effective resolution of their requests.

Main Duties and Responsibilities

1. To be the first point of contact for customers of the Community Hub and Library who make enquiries by telephone, electronically, post or face to face about Town Council and Cornwall Council services.
2. To record enquiries, suitably prioritise and refer customers to the appropriate department.

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3. To establish a good knowledge of Library and community resources, including the maintenance and presentation of stock and the Universal Library Offers in the themes of reading, culture and creativity, health and wellbeing, information and digital.
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