

St Austell Town Council

Job Description: Library and Community Projects Officer

Job Title:	Library and Community Projects Officer
Responsible to:	Deputy Town Clerk and Library Manager
Salary:	16 hours – SCP 6 (SCP 7 from 1.04.25) 14 hours – SCP 14
Hours:	30 hours per week (Monday to Saturday) <ul style="list-style-type: none">• 16 hours per week: Library Assistant• 14 hours per week: Community Projects Officer
Office Base:	St Austell Library, Stable Block (Town Council Offices)

Main responsibilities

Library

1. To provide a comprehensive library service in line with the six Universal Offers: Reading, Health, Digital, Culture, Information and Learning;
2. To provide a first point of contact for Cornwall Council and St Austell Town Council information for customers by interpreting customer needs and initiating responses to ensure effective resolution of their request;
3. Provide information to help customers serve themselves by using the automated telephone and on-line services;
4. To handle payment transactions for services as required; which may include supporting customers to use electronic and kiosk payments;
5. To use all aspects of IT effectively including social media;
6. To deal with customer complaints in accordance with the Council's complaints process;
7. To assist the St Austell Library Association (SALSA) with the planning and delivery of library events to make St Austell Library a vibrant community hub;
8. To assist the Library Manager and SALSA with the completion of grant application forms, sponsorship and other resources to support community events.

Community Projects

1. To promote the Town Council's services by producing regular content for the Town Council's website, newspapers and radio stations;
2. To develop the Council's social media presence and help monitor and maintain an up to date vibrant and responsible social media presence;
3. To help organise and manage town centre events in conjunction with St Austell BID and other organisations.
4. To assist the Deputy Town Clerk/Operations Manager with the organisation and management of events in the Town Council's parks and gardens;
5. To seek grant funding, sponsorship and other resources to support projects and events and administer grant claims;
6. To help liaise with local residents and community groups to promote the objectives and services of the Town Council and help improve community cohesion;
7. To work closely with Young People Cornwall on Youth Council and other initiatives for young people;
8. To assist with public exhibitions and consultation exercises on behalf of the Council;
9. From time to time, carry out other administrative functions as necessary, including work relating to agenda preparation, finance, records management, health and safety and procurement;
10. From time to time attend a Council, Committee or Working Group meeting and draft the minutes from that meeting for approval.

General

1. To help maintain a high standard of customer service;
2. To operate in accordance with the diverse needs of the community to ensure equal access to services;
3. To manage information in line with the Council's policies, procedures and guidance on subjects such as Data Protection and Freedom of Information;
4. To maintain awareness of Council policies and practices regarding the safeguarding of children, young people and/or adults who may be at risk;
5. To be responsible as an employee under the Health and Safety at Work Act for his/her safety at work and to take reasonable care for his/her health and safety and that of other persons who may be affected by his/her acts or omissions at work;

6. To attend training courses and conferences as required by the Council;
7. To carry out such other duties commensurate with the level of the post and job purpose as required by the Council from time to time.