

St Ives Town Council  
Cornerstone Building Manager - *Library, Visitor  
Information & Community Hub*



Job Description

**Job Title:** Cornerstone Building Manager- Library, Visitor Information & Community Hub  
**Accountable To:** Town Clerk  
**Base:** The Cornerstone Library Building  
**Hours of work:** 37 hours per week  
**Salary:** Grade 8 (SCP 21-24) £33,143 - £35,412

**Purpose of the Post and Strategic Context**

The purpose of job role is to manage and market the Cornerstone building and continue to evolve its development as a multi-use library, community, events and creative space. The space's ethos is to be open and accessible to all and to provide services which the community wants and needs, supported by high quality commercial services to sustain its future. The library is at the heart of the space, together with meeting and study space to offer engaging community activities, education, advice and training, retail area, box office and visitor information.

This dynamic role combines creative and cultural flair with a commitment to community service supported by strong business acumen.

**Main Duties & Responsibilities**

Working to the Town Clerk, you will:

1. Lead work with partners and community organisations to develop and deliver activities and events on and off site, whilst ensuring that the core service remains highly relevant and responsive to the needs of its customers.
2. Oversee the frontline delivery of a dynamic and integrated library and resource service, supervising the Retail and Commercial Services Manager, Cultural Information Assistants and volunteers.
3. Lead the marketing and promotion of the building and the services and events, which happen inside. Working together with the Retail and Business Services Managers, ensure the delivery of events and activities is co-ordinated with others taking place in devolved sites and buildings.
4. Contribute to regular cross-service communications meetings and actively review and develop the marketing and interpretation of services and events to promote and generate income.
5. Support work delivered by the visitor information service and ensure that there is a co-ordinated and quality range of services for St Ives' visitors. The postholder will ensure that signposting, promotion and advertising are, as far as possible, integrated and aligned between Council, business and community sectors.

6. Lead the further development of the Cornerstone's delivery strategy and the following key service strands
  - The sustainment and development of the library service
  - The development and delivery of community outreach services and new ways to engage with service users to promote literacy, reading and creative enrichment especially difficult to reach groups.
  - The effective management of the building to provide flexible multi use spaces
  - The Commission and direct delivery of arts and educational activities, skills and training opportunities.
  - The continued development of commercial services which ensure that the Cornerstone remains a sustainable community and visitor resource.
7. Benchmark the service and learn from best practice elsewhere on how to broaden the customer base.

### **Library Service**

- Contribute to the continuous development of the service model, delivering an innovative, outstanding and modern library service which embraces digital technology, increases participation, and develops opportunities to increase knowledge and learning
- Develop, manage and deliver outreach and engagement programmes, and
- Supervise day to day frontline library operations
- Provide a comprehensive library service in line with the six universal offers, defined as: Reading, Health, Digital, Information, Culture and Learning
- Ensure the team manages, maintains and presents books and other resources in an exciting format and customer friendly environment, ensuring at all times compliance with the Cornwall Council contract and expectations
- Co-ordinate the timetable of events and activities on and off site and innovate to deliver a lively and creative programme
- Nurture the development of additional activities including reading and games clubs, arts, culture and performance
- Deliver the development of a smart skills centre digital hub within the building and review the way computing and IT open access is delivered within the building
- Be responsible for the collection and analysis of key performance data for Cornwall Council, to develop and enhance the service quality and direction and providing management reports to inform service development.
- Oversee the creation of digital and marketing content, using a range of marketing tools including social media, printed and marketing material and ensure its regular distribution to ensure that the Cornerstone's offer is widely promoted
- Keeping up to date on developments in the delivery of library services and technology through close collaboration with Cornwall's library service.
- Identify scope for new partnerships with other local library and community hub sites.

### **Operational and Line management**

- Manage all Cornerstone staff and volunteers and carry out all associated HR functions including maintaining rotas effectively to ensure adequate cover at all times.

supervising the welcome desk and day to day library operations to ensure a positive team environment and a consistent high quality, professional service to all customers.

- Develop a plan for increasing people resources through the effective recruitment and training of volunteers, apprentices and interns.
- Be responsible for the development of research and development to support innovations in service delivery and management reporting.
- Be responsible for overseeing all social media and digital channels including using wordpress to update website content and ensure the service's social media platforms are kept up to date.

### **Outreach and Engagement**

The post holder will strengthen innovative service delivery models, including outreach and engagement with an emphasis on difficult to reach groups. This will involve forging new, and strengthen existing relationships with schools, community, voluntary groups and businesses that work with a range of groups, including

- families and young people
- older people
- people from diverse communities
- people with a disability

The role will also involve leading the library's existing core offer to support this work, informing stock selection and delivering the Summer reading challenge and a new programme of weekly activities. You will support and develop the team to help deliver this in-house or secure funding for additional resources.

You will work closely with FOSIL, the library's friends group to co-create and develop activities and to identify ways to raise revenue for service development and activities.

You will work with the Business Services Manager to develop partnerships with other organisations and statutory services to deliver training, activity and content.

You will work alongside the Council's youth team (Yonkers) to develop their ideas for increasing the number of young people using the space.

### **Operational Responsibilities**

- Play a role in managing the front desk
- Ensure that the building is maintained to a high standard, reporting facilities, maintenance and repairing issues as required
- Respond to wider enquiries about other Town Council and Cornwall Council services, signposting as necessary.
- Deal with complaints and plaudits about the services

### **Finance & Funding**

- Be proactive in seeking external grant funding opportunities to support service activities and programmes.
- Be responsible and accountable for all service delivery targets
- Be responsible for income generation and commercial activities to maximise revenue
- Working with the Retail and Commercial Services Manager keep regular stock lines under review and review and refresh the retail strategy
- Oversee sales revenue, stock control and deliver regular financial reports to Senior Managers taking action as necessary

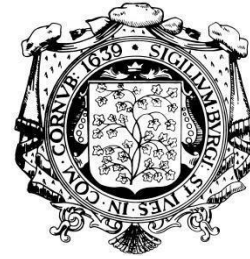
**Other Duties**

- Comply with the Town Council's policies and procedures at all times.
- Maintain the integrity of the service identity in all internal and external communications
- Adopt a flexible approach to working hours with an ability to work outside normal office hours, to include evenings and weekends as required by the business.
- Be willing to travel occasionally to attend meetings and events elsewhere in Cornwall and beyond.
- The postholder will occasionally be expected to attend evening Council and committee meetings (usually held at 19.00 on Thursdays).
- Undertake any other duties commensurate with the level of the post
- This post is subject to a Disclosure and Barring Service (DBS) check.

# St Ives Town Council

## Cornerstone Manager

### Person Specification



	<b>Importance</b>	<b>How Assessed</b>
<b>Experience</b>		
A minimum of 3 years working in a senior role in a relevant field (library, community hub, events space or museum)	Essential	Application, references, interview.
Experience of running a similar service (creative, educational or community services with voluntary or outreach programmes)	Essential	Application, interview
Experience of supervising staff	Essential	Application, references, interview.
Experience of managing a budget or applying effective budgetary control	Essential	Application, references, interview.
Experience of preparing or delivering marketing material, running campaigns and / or developing materials to promote a strong brand identity.	Essential	Application, references, interview.
Experience of working in the areas of service development, project management or retail.	Desirable	Application, references, interview.
Experience of performing day to day financial tasks with good financial acumen to maximise income and control costs	Essential	Application, interview.
Experience of working in a customer environment	Essential	Application, references, interview.
<b>Knowledge</b>		
Knowledge and good understanding of the library service.	Essential	Application, interview
Knowledge of external funding opportunities relevant to the library and community development sectors. Evidence of success in securing external funding.	Desirable	Application, interview
Working knowledge of of EPOS – point of sales systems	Desirable	Application, interview
A good local knowledge of St Ives and its constituent communities	Desirable	Application, interview.
A good working knowledge of delivering a public service within a local government setting	Desirable	Application, interview.

<b>Skills</b>		
A Creative Flair	Essential	Interview
Highly motivated and proactive	Essential	Interview
Commercially astute and able to recognise, define and put plans in place to maximise profitability.	Essential	Interview
Excellent customer care skills with an ability to connect with and build positive, meaningful relationships with a wide range of people	Essential	Application, references, interview.
The ability to work effectively within a team, making constructive contributions and taking a fair share of the work	Essential	Application Interviews
Proficient in the use of computer information systems including Word, Excel and Powerpoint, or equivalent and financial packages.	Essential	Application, references, interview.
Confident in the use of digital marketing tools (website, facebook, instagram and twitter). Experience of using word press and website development is desirable.	Essential	Application, interview.
Able to work to deadlines, meet outputs and delivery targets	Essential	Application, references, interview.
Numerate with accuracy and attention to detail	Essential	Application, references, interview.
Excellent listening and communication skills, able to communicate effectively with a range of audiences in both written and spoken English	Essential	Application, references, interview.
<b>Qualifications</b>		
Educated to degree level, or an equivalent professional or vocational qualification or specialist experience in a relevant technical discipline.  Evidence of on-going CPD	Desirable	Application, interview.
<b>Other</b>		
Willingness to work flexibly including being rotaed on Saturdays and occasional evening working	Essential	Interview.
Possession of a full driving licence	Desirable	Application