



Welcome to Newbury Town Council

Thank you for your interest in our position as **Services Delivery Manager**.

Our recruitment portal for this position gives you access to all the documentation you require to complete your application, while our website contains all the information about the Council which is available to the public.

Newbury is a town of 35,000 people (approx.), with an attractive town centre and an impressive range of leisure and culture facilities. We are strategically located, with good access to the M4/A34 and we are the administrative and commercial capital of West Berkshire. Newbury is home to some of the world's largest technology firms, including Vodafone and Microfocus (Newbury was voted the Top Tech Town in the UK). We are very proud of our history and heritage and we work hard to promote and preserve the character of the Town.

The Town Council is a progressive organisation with exciting challenges ahead. We provide a range of services for the benefit of our Community and we aim to improve and expand these services as we work to make Newbury a Town we can all be proud of.

The Council has an experienced team of officers and we pride ourselves on being good employers. It is a stated aim of our Council Strategy that we will exercise best practice as an employer, promoting fairness and equality for our employees and volunteers.

If you would like more information or an informal, confidential chat about the role, please feel free to call our Chief Executive, Hugh Peacocke, on 07399 117524.



Councillor Martin Colston,
Chairperson of the
Council's Staff
Subcommittee.

Delivering Top Class Services to the people of Newbury

Our Services Delivery Manager is a key position for the Council, and the post holder will ensure the effective and efficient delivery of our services to the community and all of our customers. This includes managing the Community Services team and an annual revenue budget in excess of £1.5M.

The Council provides a number of parks, playgrounds and open spaces around the town; Victoria Park is regarded by the Council as "The Jewel in the Crown" and hosts an impressive range of leisure and recreation facilities. Other services provided include allotments, cemeteries, public toilets and bus shelters. The Council runs the Newbury markets on Thursday and Saturday throughout the year – there has been a Charter market in Newbury since 1596! We are also very proud of our imposing Town Hall, occupying a key position in the centre of town.

We are looking for a person with good people skills, working with staff, councillors, the general public and our partners in The District Council, The Newbury BID (Business Improvement District) and with Friends groups, community bodies and voluntary organisations.

Our new Manager will be expected to deliver key priorities for the Council and ensure the proper repair and maintenance of all our assets. They will need to ensure that we deliver our services to the Community in an efficient and safe manner, while at the same time having regard to our aims to be inclusive and to reduce our carbon footprint.

If you think you can help us to achieve our aims, then we look forward to hearing from you.

Newbury Town Council - making Newbury a town we can all be proud of.



Councillor Sarah Slack,
Chairperson, Community
Services Committee

Newbury Town Council

Vacancy for Services Delivery Manager

Salary Scale: £43,500 to £47,500 (LC3- SCP 42-45) (depending on experience and qualifications)

Plus – Local Government Pension Scheme, Public Sector holiday allowances and Relocation Package.

The Services Delivery Manager will have responsibility for the delivery of the services provided by the Town Council. They will also manage the Council's assets and personnel (a small team of employees) required to deliver these services. Given the size of the Council team, the Services Delivery Manager is a senior role within the staffing structure, reporting to the Chief Executive Officer and is expected to deal professionally and appropriately with elected members, colleagues and residents.

We are seeking applications from enthusiastic, experienced individuals, committed to delivering high standards of service and who can promote the interests and development of the town.

Newbury, with a population of around 35,000 and a budget of £2m for 2022/23, is a town with exceptional facilities including: Victoria Park, The Town Hall, two cemeteries, allotments, markets, numerous play areas, and several other parks and open spaces. In addition, the Council has a number of different high-profile projects to commence and complete, and this new post will play a leading part in achieving some of these.

You will lead our Services Team in delivering services to meet the Council Strategic Objective: Newbury: a town we can all be proud of.

You will:

- Take responsibility for the overall operational management of the Council's assets, Green Spaces, Allotments, Cemeteries and buildings,
- Assist the CEO & Management Team in developing and implementing a range of policies, procedures and standards in support of a professional, resident focused and operational service,
- manage a small team of in-house staff & contract delivery.

Based in central Newbury, the post will offer flexible working options, and give you the opportunity to influence and deliver first rate services to the public locally.

You should have:

- Experience in a similar Asset / Facility Management position, ideally in Public Service
- Experience of managing and developing staff (currently 4), Contractors & specialist Consultants where needed.
- Knowledge, understanding & management of H & S requirements in the workplace, staff, volunteers, tenants & Contractors

- Working knowledge of MS Office applications including word, excel, Outlook, Office365 and Teams
- Ability to develop initiatives to improve customer service,
- Effective oral and written communication skills
- Proficient in delegating tasks to others and ensuring Council & team goals are met
- Budget & procurement management skills
- Ability to manage crisis situations, as and when they arise in a professional manner
- Flexibility and a capacity to adapt to the changing demands of the job

The Services Delivery Manager will be an experienced people and services manager, with a positive, solution-focused approach. They will be expected to lead on implementing the Council's Strategy as it relates to the services managed, along with any impacts on assets, operations, staffing and budgeting. They will also be required to ensure that the Council is up to date with policies and complies with all legal requirements associated with those workstreams.

Attendance at evening meetings and weekend events may be required, for which overtime will be paid. The Council is also willing to explore flexible/ hybrid working arrangements.

Newbury Town Council is committed to Equality of Opportunity and actively welcomes applications from all sections of the community.

A relocation package will be negotiated for the right candidate.

The Recruitment Pack and an application form are available on the Council's website: www.newbury.gov.uk, or by emailing ceo@newbury.gov.uk.

For further information or an informal discussion, please feel free to call Hugh Peacocke, Chief Executive Officer on 07399 1172524.

The closing date for the receipt of applications is Sunday 5th February 2023.

NEWBURY TOWN COUNCIL

JOB DESCRIPTION

POST TITLE:	Service Delivery Manager
RESPONSIBLE TO:	Chief Executive Officer
RESPONSIBLE FOR:	Services Team Staff (The Team comprises the Manager, 2 Services Officers, a Parks and Open Spaces Supervisor, a Facilities Officer, and the Market Manager)
SALARY GRADE:	£43,500 to £47,500 (LC3- SCP 42-45)
DATE REVIEWED:	December 2022

1. JOB SUMMARY:

- I. To effectively and efficiently deliver Town Council Services. This includes the forward planning and budgeting for the delivery of the services. (The services are listed in Appendix A)**

Management, monitoring and development of the Council's existing and planned contracts, excluding the Grounds Maintenance Contract. Management and effective control of the Service Budgets and Service Plans.

Ensure that the Town Council's Services strategic planning objectives are delivered in accordance with Council policy requirements and contribute to periodic reviews to ensure they fully reflect changing circumstances.

- II. To effectively manage and maintain the Council's assets. (The assets are listed in Appendix B)**

To put in place processes and manage & maintain the Council's Assets, maintenance, cleaning, Health & safety including Risk Assessments and any other service required to limit the Council's risk & liabilities and maintain public's health & wellbeing.

Manage Staff training on Health & safety, Fire Marshalls, First Aid and any other such requirement for the Council as legislation or good practice requires.

Working Closely with the Corporate Services & Civic Managers, facilitate letting of Council spaces, provision of service support to Civic & other functions within Council assets or externally (Remembrance Day)

To Identify and report to CEO opportunities to maximise the return on Council assets, to consider purchase or disposal of land or buildings, to seek opportunities to develop new income streams.

To assist in, and contribute to, the development of any new and or enhanced facilities.

To champion the Council's carbon reduction programme and ensure services are delivered in the most sustainable manner, consistent with value for money and meeting the Councils Carbon aspirations.

III. To manage and supervise the officers of the Services Team, including their personal development, performance reviews and annual appraisals. (For Staff Structure, see appendix C)

IV. To administer and support the Council's Community Services Committee.

To oversee matters for consideration by the Community Services Committee and relevant Working Groups and Working Parties and approve related Agendas and Minutes. This will include preparing Reports & written papers, support for the Community Services Committee evening meetings and, where required, relevant Working Groups. To ensure all matters arising are dealt with in a timely and professional manner in accord with Council timescales.

To deal directly with the Members of the Town Council on matters relating to the operation and management of the Council's services and facilities, after guidance from the Chief Executive Officer, where required.

V. To be part of, and contribute to, the Council's Senior Management Team.

To support the strategic development of the business and the Council's Strategy, review Risk matrix and report any issues developing.

VI. To work with partners and the community to deliver the Council's wider strategic objectives.

To represent the Town Council on outside bodies as and when appropriate.

To assist in developing partnership opportunities with the wider community.

To liaise with members of the public and outside agencies & Stakeholders in relation to the operation of the Council's services and facilities.

VII. Other

To undertake training relevant to the position and grade, keep up to date with Health & Safety requirements.

Periodic reviews and Annual Appraisals with The Chief Executive Officer.

To undertake such duties as may be required by the Chief Executive Officer and which are reasonably consistent with the duties, grading and character of the post.

To substitute for the CEO as and when required to do so.

To be part of an emergency out of hours call-out duty rotas directed by the CEO.

2. FUNCTIONAL RELATIONSHIPS:

- (i) Internal – staff (Line Manager to Services Team); CEO; The Council's Management Team; Councillors; Corporate Services; Civic Manager.
- (ii) External – partners, the community, members of the public, voluntary and business sectors.

3. Newbury Town Council - General Officer Requirements

Professional Accountabilities:

The post holder is required to contribute to the achievement of the Council's objectives through:

- **Financial Management**
Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.
- **Customer Service**
All employees of the Council are ambassadors of the Council when dealing with the public. Officers of the Council are expected to be courteous, helpful and professional when dealing with the public, the elected members of the Council and with colleagues.
- **Equalities**
Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

- **Corporate Responsibility**

The postholder will be a part of the Council team and will be expected to support the Council's Strategy and corporate objectives in all aspects of their work

- **Climate Change**

Delivering energy conservation practices in line with the Council's climate change strategy.

- **Health and Safety**

Ensuring a work environment that protects people's health and safety and that promotes welfare and which is in accordance with the Council's Health & Safety policy.

Newbury Town Council

Services Delivery Manager- Person Specification

Key Criteria	Essential	Desirable
<p>Qualifications and Training</p>	<ul style="list-style-type: none"> • Good general education. • Health & Safety knowledge and experience. • Facility / Asset Management – experience of managing portfolio assets, budgeting, H&S management and pre planned management • Stakeholder management • Meeting management both Public & internal. • Awareness of Carbon Neutral / Zero concepts 	<ul style="list-style-type: none"> • H&S qualification such as IOSH and/or NEBOSH. • Project Management knowledge • Contract Management experience. • Training in: <ul style="list-style-type: none"> ○ Legionella management ○ Asbestos management ○ Risk Assessments ○ COSHH ○ Accident Investigation ○ Fire Safety and Management • Educated to a degree level or similar in Professional facilities/ asset/estates management qualifications. • Knowledge of Carbon Neutral / Zero concepts • Working knowledge of Employment Law.
<p>Competence Summary (knowledge, abilities, skills, experience)</p>	<ul style="list-style-type: none"> • Analytical and problem-solving skills • Decision-making • The ability to lead and manage a small team, including appraisals, Personal Development Reviews and training needs management • The ability to lead and manage projects • Attention to detail but also the ability to see the implications for the bigger picture • Commercial awareness • Customer service • Organisation, time management, prioritising and the ability to handle a varied workload • A good knowledge of IT packages 	<ul style="list-style-type: none"> • Experience of managing outsourced contracts. • Knowledge of the Public Sector, procurement, value for money requirements, letting and management processes • Staff management, • Volunteer management • The role of a Public Servant in managing political neutrality.

	<ul style="list-style-type: none">• Excellent communication skills, written and oral.• Comfortable presenting to management team and Councillors.• Discreet and maintains confidentiality.• Ability to work in a way that promotes the safety and wellbeing of staff, volunteers and members of the public.• Ability to engage with a range of stakeholder from within and external to the Council.	
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