








**PERSONNEL COMMITTEE – 10 JUNE 2026**

**REPORT FOR DECISION**

**PROPOSED CHANGES TO POLICIES**

Our Culture	Our Decision Making	Our Environment	Our Money	Our People	Our Places	Our Resilience & Wellbeing
						
	✓			✓		✓

**Recommendation to the Finance and General Purposes Committee**

1. The updated Officer Code of Conduct, previously referred to as the Employee Code of Conduct, as set out at Appendix 1 to this report, be approved and the document be adopted.
2. The updated Disciplinary Policy, previously referred to as the Disciplinary Procedure, set out at Appendix 2 to this report, be approved and the document be adopted.

**BACKGROUND**

As part of the ongoing review and revision of the Council’s suite of governance and employment policies, officers have undertaken a comprehensive evaluation the Officer Code of Conduct and the Disciplinary policy to ensure they remain legally compliant and aligned with relevant guidance including ACAS and NALC. These form part of the wider rolling programme of policy review and further reviewed policies will be presented in due course.

The following shows a summary of the changes made:-

### Officer Code Of Conduct

<b>Section</b>	<b>Summary of change</b>
<b>Title/scope</b>	The document title and terminology updated from Employee Code of Conduct to Officer Code of Conduct, with scope applying to officers of Penzance Council.
<b>Status/versioning</b>	Policy status simplified and updated to version 3, approving body Finance and General Purposes Committee, with a proposed version date of 6/7/26.
<b>Tone and accessibility</b>	Numbering has largely been removed and wording made shorter, plainer and more consistent.
<b>Management routes</b>	Some references to the Town Clerk are broadened to include Service Lead or line manager where appropriate.
<b>Relationships/conflicts</b>	Close personal relationships are clarified, including committed relationships, intimate partners, friendships, financial dependence and business connections.
<b>Alcohol, drugs and substances</b>	Section rewritten to focus on fitness for work, safety, support, occupational health/advice and confidentiality, while retaining disciplinary/capability routes where needed.

### Disciplinary policy

<b>Section</b>	<b>Summary of change</b>
<b>Policy title</b>	Changed from Disciplinary Procedure to Disciplinary Policy.
<b>Status and version control</b>	Updated to show the proposed policy as Version 1, with the previous Disciplinary Procedure listed as superseded.
<b>Review date</b>	Added a next review date of 10 June 2028.
<b>Introduction</b>	Shortened and simplified. References to the Employment Rights Act 1996 and Human Rights Act 1998 have been removed, while the reference to the ACAS Code of Practice on Disciplinary Procedures has been retained.
<b>Terminology</b>	Replaced most references to employees with officers.

Section	Summary of change
<b>General principles</b>	Reduced duplication and retained the key principles: fair treatment, informal resolution where appropriate, right of appeal, and right to representation.
<b>Roles and responsibilities</b>	Removed the separate detailed section covering the Line Manager, Town Clerk, Investigating Officer and Members.
<b>Trade union officials</b>	Moved the provision that no action will normally be taken against a recognised trade union officer until the matter has been discussed with a full-time union officer.
<b>Suspension</b>	Retained the substance of the existing suspension section, including suspension with pay, reasons for suspension and review of suspension.
<b>Examples of misconduct</b>	Moved the misconduct examples earlier in the policy. The examples remain broadly the same, with minor wording updates.
<b>Examples of gross misconduct</b>	Retained and slightly consolidated the gross misconduct examples. Some examples have been merged, for example refusal to follow reasonable management instructions and insubordination.
<b>Disciplinary stages table</b>	Replaced the previous longer Levels of Disciplinary Action section with a clearer summary table showing informal stage, investigation, Stage 1, Stage 2, Stage 3 and appeal.
<b>Warnings</b>	Simplified the warning structure. The proposed table refers to first warning, final warning, dismissal with notice and dismissal without notice. The previous separate oral warning stage has been removed.
<b>Duration of warnings</b>	Warning durations are now shown directly in the stages table: informal escalation within 6 months, first warning for 1 year, final warning for 2 years.
<b>Informal stage</b>	Retained the informal advice and guidance section, including the use of written notes / written instruction and keeping records on the officer's personal file.
<b>Investigation</b>	Retained the requirement for an investigation before deciding whether a disciplinary hearing is needed. Some wording has been shortened.

<b>Section</b>	<b>Summary of change</b>
<b>Investigation outcomes</b>	Retained the possible outcomes: no further action, counselling/training/supervision/written advice, or disciplinary hearing.
<b>Arranging a hearing</b>	Retained the requirement for at least five working days' written notice, the allegation, evidence and right to representation.
<b>Hearing panel</b>	Changed wording from the panel "normally" comprising three Personnel Committee members to the panel "will comprise" three Members of the Personnel Committee.
<b>Hearing process</b>	Retained the detailed hearing order, with minor wording updates.
<b>Hearing outcome letter</b>	Retained the requirement to confirm the decision in writing within five working days, including decision, warning length, expected improvement, support and appeal rights.
<b>Appeal section</b>	Retained the right of appeal, grounds of appeal and appeal process, with some wording simplified.
<b>Appeal panel</b>	Changed the appeal panel from three members of the Appeal Committee to three Members of the Personnel Committee, provided they have had no previous involvement.
<b>Appeal timeframe</b>	Retained the requirement to appeal within ten working days.
<b>Town Clerk disciplinary matters</b>	Retained the separate section confirming that matters involving the Town Clerk are managed through the Personnel Committee with external HR advice.
<b>Dismissal of Town Clerk</b>	Retained the provision that only the Council may dismiss the Town Clerk.
<b>Training and support</b>	Removed the separate section on training and support for those involved in the disciplinary process.
<b>Step-by-step procedure section</b>	Removed the duplicated detailed step-by-step procedure that repeated investigation, hearing and appeal stages.
<b>Flow chart section</b>	Removed the duplicated flow chart text.
<b>Updates and implementation</b>	Added short sections on policy review, last updated date and implementation date.

<b>Section</b>	<b>Summary of change</b>
<b>Overall structure</b>	The revised document is significantly shorter, with duplicated material removed and key process information consolidated into fewer sections.

Appendix 1 – Updated Officer Code of Conduct  
Appendix 2 – Updated Disciplinary Policy

Cal Bagshaw  
Corporate Services Manager



# PENZANCE COUNCIL

## Officer Code of Conduct

### CURRENT POLICY STATUS

Version: 3

Date of Approval:

Approving Body: Finance and General Purposes Committee

Responsible Officer: Town Clerk

### VERSION HISTORY

DATE	VERSION
21/9/2015	1
16/8/2023	2
6/7/26	3

### Scope

This Code of Conduct is applicable to all officers of Penzance Council.

### Introduction

This Code of Conduct sets out, in general terms, the standards which are expected of Penzance Council officers. It is complemented by legislation and other Council policies such as Financial Regulations, Dignity at Work and Health and Safety.

Officers are expected to give the highest possible standard of service to the public and, where it is part of their duties, to provide appropriate advice to Members and fellow officers with impartiality.

Council officers must perform their duties with honesty, integrity, impartiality and must at all times act in accordance with the trust that the public is entitled to place in them.

Officers are accountable to the Council for their actions.

Officers are expected, through agreed procedures and without fear of recrimination, to bring to the attention of the Town Clerk or relevant Manager, any deficiency in the provision of service.

### Openness and Disclosure of Information

Penzance Council

Penzance Council believes that open administration is best and it will be as open as possible about all the decisions and actions that it takes. The Council welcomes opportunities to share information with the community that it serves.

The law requires that certain types of information must be available to Members, auditors, government departments, service users and the public. Officers will not prevent another person from gaining access to information to which that person is entitled by law.

Council officers should not use any information obtained in the course of their employment for personal gain or benefit, nor should they knowingly pass it on to others who might use it in such a way.

Information concerning an officer's or Member's private affairs shall not be supplied to any person except where such disclosure is required or sanctioned by law.

Officers will not knowingly disclose information given to them in confidence by anyone, nor information which they believe to be of a confidential nature, without the consent of a person authorised to give it, unless required by the law to do so.

No officer may take part in any broadcast (sound or vision) or publish an article or otherwise disclose information to the media which relates to the Council without first obtaining the permission of the Town Clerk.

**Political Neutrality**

Where officers are required to provide advice to Members (either individuals or groups) the advice must be given in such a way that the political neutrality of the advisor is not compromised.

Officers must follow every policy of the Council and must not allow their personal or political opinions to interfere with their work.

**Relationships and Respect for Others**

Penzance Council is committed to promoting equality of opportunity for all local people and communities.

Officers must treat others with respect and not knowingly discriminate unlawfully against any persons.

Officers should ensure that policies relating to equality and diversity issues, as agreed by the Council, are complied with, in addition to the requirement of the law. All members of the community, Members and officers of the Council have a right to be treated with fairness and equality.

Officers should at all times comply with the Protocol on Member/Officer Relations.

Officers should always remember their responsibilities to the community they serve and ensure courteous, efficient and impartial service delivery to individuals and any groups.

All orders and contracts should be awarded on merit or by fair competition against other tenders and quotations, and no special favour should be shown to businesses run by, for example, friends, partners or relatives during the tendering process.

### **Appointment and Other Employment Matters**

Officers involved in making staffing appointments should ensure that these are made on the basis of merit. It would be unlawful for an officer to make an appointment which was based on anything other than the ability of the candidate to undertake the duties of the post. In order to avoid any possible accusation of bias, officers should not be involved in an appointment where they are related to the applicant or have a close personal relationship with them outside of the workplace.

Similarly, officers should not be involved in decisions relating to the discipline, promotion or pay adjustments of any employee who is a relative or with whom they are in a close personal relationship.

*Note: In this context “relative” means a spouse, partner, parent-in-law, son daughter, step son/daughter, child of a partner, brother, sister, grandparent, grandchild, uncle, aunt, nephew, niece or the spouse or partner of any of the preceding persons. “Partner” means a member of a couple who live together or are in a committed relationship. For the avoidance of doubt, a close personal relationship includes intimate partners, friendships, financial dependence and/or business connections.*

### **Outside Commitments**

The Council reserves the right to require that any other employment which is undertaken by its officers does not conflict with either their post or the standards required by the Council and such employment must be notified to the Town Clerk.

The Town Clerk must obtain the permission of the Council prior to undertaking any other employment.

### **Personal Interests (Including Gifts and Hospitality)**

Officers will not use their position improperly to confer advantage or disadvantage on any person.

Officers should inform the Town Clerk of any financial or non-financial interests that they consider could bring about a conflict with the Council’s interests.

Officers shall not accept any payment, fee, reward or benefit, either direct or indirect, of any kind, in connection with their employment, from any person or body other than the Council itself except as provided for below.

Acceptance of any gift and/or hospitality must be approved by the Town Clerk or, if the recipient is to be the Town Clerk, the Finance & General Purposes Committee.

Offers to attend purely social or sporting functions should be accepted only when these are part of the life of the community or where the Council should be seen to be represented.

All offers or gifts and hospitality, whether accepted or declined, must be recorded by the Town Clerk.

### **Tender and Contract Processes**

Officers must exercise fairness and impartiality when dealing with contractors and suppliers.

Officers who are privy to confidential information on tenders or costs for either internal or external contractors should not knowingly disclose that information to any unauthorised party or organisation.

Officers should ensure that no special favour is shown to current or former employees or their partners, close relatives or associates in awarding contracts to businesses run by them.

### **Corruption**

It is a serious offence for Council officers, in their official capacity, to corruptly receive or give any gift, loan, fee, reward or advantage for doing or not doing anything or showing favour or disfavour to any person.

### **Resources**

Officers must ensure any public funds entrusted to, or handled by, them are dealt with in a responsible and lawful manner. They should strive to ensure value for money to the local community and ensure that matters are conducted in accordance with the Council's Financial Regulations and Standing Orders.

Officers must not make personal use of property or facilities of the Council unless authorised by the Town Clerk to do so.

### **Alcohol, Drugs, and Other Substance Misuse**

Officers are expected to attend work fit to carry out duties safely and effectively and must not be under the influence of alcohol, drugs or other substances where this affects their work, conduct, judgement, safety or attendance.

Where an officer's performance, conduct or attendance is affected by alcohol, drug or substance misuse, or where their actions create a health and safety risk, the Council may deal with the matter under its disciplinary, capability, sickness absence or other relevant procedure, depending on the circumstances.

Officers who are concerned that alcohol, drug or substance use is affecting their work are encouraged to seek help at the earliest opportunity. The Council will treat such matters sensitively and, where appropriate, may consider support, adjustments, occupational health advice or referral to relevant support services.

Officers taking prescribed or over-the-counter drugs which may affect their performance or ability to undertake their ability to carry out their duties safely or effectively are required to inform the Town Clerk or their line manager. This is only required where it is necessary

to assess workplace suitability and risk and will be treated in line with confidentiality and data security requirements.

### **Smoking**

The Council operates a total 'no smoking' policy within all its buildings. This includes the use of electronic cigarettes ('e-cigarettes').

### **Criminal Charges**

Officers must inform the Town Clerk if they are charged with, or convicted of, a criminal offence.

### **Intellectual Property**

Intellectual property is a generic legal term which refers to the rights and obligations received and granted (including copyright) in relation to, for example, inventions, patents and creative writings.

All intellectual property created by officers during the course of their employment belongs to the Council.

### **Breach of the Code**

Any breach of this Code of Conduct will be regarded as a disciplinary matter and will be dealt with in accordance with the Council's disciplinary procedure.



# PENZANCE COUNCIL

## Disciplinary Policy

### CURRENT POLICY STATUS

Version: 1

Date of Approval:

Approving Body: Finance and General  
Purposes Committee

Responsible Officer: Town Clerk

### VERSION HISTORY

DATE	VERSION
Superseded	Disciplinary Procedure
2026	1

### NEXT REVIEW DATE

10/06/2028

## **INTRODUCTION**

This policy is designed to help and encourage all officers to achieve and maintain acceptable standards of conduct and job performance. Its aim is to ensure consistent and fair treatment. This policy is based on the ACAS Code of Practice on Disciplinary Procedures.

## **GENERAL PRINCIPLES**

The disciplinary procedure is not a substitute for good management practices and should only be invoked when initial attempts to improve conduct have been made following discussions between the officer and their manager. However, where there has been gross misconduct or a serious breach of disciplinary rules, the formal procedure should be instigated immediately.

In normal circumstances, no action will be taken against an officer of a recognised trade union until the matter has been discussed with a full-time officer of that union.

Officers have the right to appeal against any disciplinary warnings and/or dismissal.

Officers have the right to representation, either by a trade union representative or a work colleague, at the hearing and appeal stages of the formal procedure.

An officer's representative has the right to address the hearing or appeal. They may also ask questions and present the employee's case. However, they have no right to answer questions on the employee's behalf.

## **SUSPENSION**

In some circumstances, the Town Clerk or Personnel Committee may consider suspension with pay, pending further investigation or until the disciplinary hearing takes place. Suspension may be appropriate where:

- Cases potentially involve gross misconduct;
- Relationships have broken down; or
- There is a risk to the employer's property or to other people.

The officer should be advised that suspension in itself does not constitute disciplinary action.

The officer should be advised of the reasons for suspension. The period of suspension should not normally last for more than 20 working days. However, this period can be extended where necessary.

The decision regarding whether or not suspension is necessary can be reviewed at any time during the disciplinary process.

## **EXAMPLES OF MISCONDUCT**

The following are examples of the types of conduct that are unacceptable and might lead to disciplinary action. The list is not exhaustive and other behaviour not listed may lead to disciplinary action.

- Poor time-keeping/ attendance;
- Unjustifiable absence from work;
- Waste, loss or damage of Council property through failure to take due care;
- Negligence or failure in performance of duty;
- Inappropriate or unauthorised use of e-mail, IT, or telephone facilities; or
- Being under the influence of alcohol or drugs at work.

### EXAMPLES OF GROSS MISCONDUCT

Unacceptable conduct, which may be regarded as gross misconduct, is likely to lead to an employee's summary dismissal. This means dismissal without notice and occurs when the employment relationship between the Council and employee, and the trust which is inherent in that, is irrevocably broken.

The list below gives examples of matters likely to be regarded as gross misconduct and is not exhaustive.

- Refusing to follow reasonable management instructions or acts of insubordination;
- Theft from the Council, its Members, officers or the public;
- Physical assault or verbal abuse;
- Fraud or deliberate falsification of records, including falsification of qualifications;
- Serious negligence which causes unacceptable loss, injury or damage;
- Serious breach of confidence;
- Use of privileged information for personal gain;
- Malicious damage to the Council's property;
- Sexual misconduct at work;
- Discrimination, victimisation or harassment;
- Serious breaches of safety rules;
- Serious incapability or risk to safety through alcohol or drugs;
- Accessing or distributing pornography on the Council's IT facilities.

### STAGES OF DISCIPLINARY PROCEDURE

Stage	Process	Possible Outcome	Duration of warning
Informal stage	Informal	Advice Guidance Written instruction	Escalate to Stage 1 if further incidents within 6 months.
Investigation	Investigation	Decision on next step depending on previous action and severity of incident.	
Stage 1	First Hearing Formal	First Warning	1 year

		(for serious incidents first warning can be skipped and final issued at this stage))	Item 7(a) - Appendix 2
Stage 2	Second formal hearing	Final Warning	2 years
Stage 3	Final Hearing	Dismissal with notice	
		Dismissal without notice (in cases of gross misconduct)	
Appeal			

### **INFORMAL STAGE**

Where a minor breach of acceptable/established standards of conduct occurs, which does not justify formal disciplinary action, the line manager will advise the officer concerned of the conduct and the standard expected in the future. In many cases, this will provide sufficient encouragement for the employee not to commit further acts of misconduct.

The officer may be offered guidance, support and/or additional training – where appropriate – to achieve the necessary standards. Representation will not normally be appropriate. Managers should make a note of such informal advice and guidance and should set out in writing the required improvements and standards of conduct that are expected in the future. Records of informal advice/counselling should be kept on the officer’s personal file.

The formal procedure will apply when:

- Previous informal advice or warnings have proved ineffective;
- The allegation is of a serious nature; or
- A number of minor allegations are made which taken together constitute a serious breach of discipline.

### **INVESTIGATION**

Before any decision can be made about whether or not a disciplinary hearing is necessary, an investigation must take place. An investigating officer will report back with their findings and make recommendations as to whether a disciplinary hearing should be convened.

The responsibilities of the investigating officer are to collect evidence by interviewing any relevant witnesses and gathering all documentation. An investigatory interview will normally be held with the officer concerned. The purpose of the interview is to gather the officer’s initial response to the allegations and to identify whether any further investigation is needed.

For the benefit of the officer and the Council, any investigation must be concluded within a reasonable timescale. If there is a delay in completing the investigation, it is the responsibility of the

investigating officer to regularly update the officer or their representative on the progress of the investigation. Item 7(a) - Appendix 2

Once the investigating officer has gathered all the relevant facts and reviewed the evidence, a report should be sent to the Town Clerk (or the Personnel Committee for matters relating to the Town Clerk) recommending one of the following:-

- Take no further action and inform the officer accordingly;
- Advise the arrangement of counselling, training, extra supervision, or written advice (as appropriate); or
- Arrange a disciplinary hearing.

## **HEARING**

### **Arranging a Hearing**

The officer will be given at least five working days' notice in writing. The communication should include a clear written statement of the allegation and should enclose any documentary evidence being relied upon and a reminder of the officer's right to be represented.

The investigating officer is responsible for presenting the case and making arrangements for any witnesses that he or she relies upon to attend the meeting.

The officer is responsible for arranging any representation they choose to have and any witnesses that they may wish to call. Details of any witnesses the officer intends to call and a copy of all documents that the officer may wish to refer to at the hearing must be submitted to the investigating officer at least three working days prior to the hearing.

### **Conducting a hearing**

The Panel for a hearing will comprise three Members of the Personnel Committee and an independent HR representative to advise, as appropriate. (In line with the ACAS Good Employers' Guide.)

The objective is:

- To hear the evidence in respect of the allegation, the officer's response, and to decide whether or not the allegation is substantiated; and
- If the allegation is substantiated, to determine the disciplinary sanction to be applied in light of the seriousness of the offence and having regard to previous relevant disciplinary history.

The hearing will be conducted as follows:

1. Introduction of the Panel Members and outline of their roles;
2. Statement of the purpose of the hearing and the allegation;
3. Presentation of the case by the investigating officer with witnesses called as necessary;
4. Questions by the officer or their representative;
5. Questions by the Panel;
6. Presentation of the case by the officer or their representative with witnesses called as necessary;
7. Questions from investigating officer;

8. Questions from Panel;
9. Concluding statement by investigating officer;
10. Concluding statement by the officer or their representative;
11. Adjournment of the Panel to make its decision;
12. The Panel reconvenes and the officer/representative is informed of the decision and, if necessary, their rights of appeal.

Requests for an adjournment can be made at any stage and it is for the Chair to decide whether or not such a request should be granted.

The decision of the Panel will be confirmed to the officer in writing within 5 working days. The letter should clearly set out:

- The Panel's decision;
- The length of time for which any warning will be active;
- Any expected improvement in conduct;
- Any assistance which will be provided to achieve this; and
- The officer's right to appeal.

## **APPEAL**

An officer has the right to appeal against disciplinary action resulting in a warning or their dismissal. Three Members of the Personnel Committee will hear the appeal, providing that they have had no previous involvement in the matter, assisted by an independent adviser, if appropriate.

An officer who wishes to appeal must do so in writing to the Town Clerk (or the Corporate Services Manager, in relation to matters concerning the Town Clerk). This must be done within ten working days of the receipt of the communication informing them of the disciplinary action taken. The appeal communication must set out the grounds for the appeal, normally under one of the following headings:

- The severity of the disciplinary action;
- The findings of the Panel on a point of fact which is pertinent to the decision of the hearing; and/or
- A failure to adhere to the disciplinary procedure.

### **Arranging an Appeal**

The date and time of the appeal will be organised by the Town Clerk (or the Corporate Services Manager, in relation to matters concerning the Town Clerk). It is the responsibility of each party to prepare themselves for the appeal, including arranging for any witnesses to attend.

The Chair of the original Panel and the officer or their representative will, where possible, agree papers for submission to the appeal five days prior to the hearing.

### **Conducting an Appeal Hearing**

The objective is:

- To review the decision of the disciplinary hearing and decide whether that action is warranted or not; and
- If the action is not warranted, to determine what action, if any, is appropriate;

Item 7(a) - Appendix 2

In doing so, the Appeal Panel will have regard to the seriousness of the offence and any previous relevant disciplinary history.

The procedure to be followed is:

1. Presentation of the case by the Chair of the initial hearing which took the disciplinary action;
2. Questions by the appellant to the Chair of the initial hearing;
3. Presentation of the appellant's case, including calling any witnesses;
4. Questions by the Chair of the initial hearing to the appellant and their witnesses;
5. Questions by the Appeals Panel to both parties and their witnesses;
6. Concluding statements by the parties. No new information should be introduced at this stage and the appellant should have the opportunity to sum up last;
7. Adjournment of the Panel to make its decision;
8. The appeal is reconvened if possible and both parties are informed of the decision;
9. Written confirmation of the Appeal Panel's decision within five working days of the hearing.

The Appeals Panel has the right to call its own witnesses should it consider this to be of assistance in making its decision.

## **DISCIPLINARY INVOLVING THE TOWN CLERK**

### **Disciplinary procedure for the Town Clerk**

Where the Town Clerk is subject to disciplinary action, the Corporate Services Manager will convene a meeting of the Personnel Committee which should then seek support and advice from Penzance Council's external HR advisors before taking any action. It would then be responsible for carrying out the informal and formal procedures as set out above..

### **Dismissal of Town Clerk**

Penzance Council alone may dismiss the Town Clerk. Therefore, the decision of the Disciplinary Hearing Panel (following the elapse of the ten working days from the date of the Disciplinary Hearing) or decision of an Appeal Hearing to not uphold an Appeal, will be referred to Penzance Council for decision.

### **Updates to this policy**

This policy shall be reviewed regularly.

This policy was last updated on ///2026









### **Implementation**

This policy takes effect from //26 and is not retroactive.

**PERSONNEL COMMITTEE – 10 JUNE 2026**

**REPORT FOR DECISION**

**UNDERTAKING THE PERFORMANCE DEVELOPMENT REVIEW OF THE TOWN CLERK**

Our Culture	Our Decision Making	Our Environment	Our Money	Our People	Our Places	Our Resilience & Wellbeing
						
						

**Recommendation:**

The Mayor and the Chair of this Committee be instructed to undertake the Performance Development Review of the Town Clerk.

**Background:**

The Performance Development Review of the Town Clerk should be undertaken annually and was last approved in July 2025 and is therefore due.








This has been delayed as the outputs of the ongoing Strategic Business Plan review will inform the Town Clerk’s objectives, and in turn cascade to objectives set in the Performance Development Reviews of the Corporate Management Team and their reports.

Work is ongoing to ensure the Strategic Business Plan is completed without undue delay.

Once the Performance Development Review of the Town Clerk has been completed, it will be returned to this Committee for final ratification.

Cal Bagshaw  
Corporate Services Manager

**PERSONNEL COMMITTEE – 10 JUNE 2026****REPORT FOR DECISION****APPROVAL OF DOCUMENTATION FOR NEW LEISURE AND AMENITIES  
POSTS**

<b>Our Culture</b>	<b>Our Decision Making</b>	<b>Our Environment</b>	<b>Our Money</b>	<b>Our People</b>	<b>Our Places</b>	<b>Our Resilience &amp; Wellbeing</b>
						
		✓				✓

**Recommendation:**

1. The proposed Job Description and Person Specification for the post of 'Facilities Maintenance Assistant', as set out at Appendices 1 and 2 to this report, be approved and submitted to the Council's external human resources partner for job evaluation.
2. The proposed Job Description and Person Specification for the Post of 'Contracts Administration Officer', as set out at Appendices 3 and 4 of this report, be approved and submitted to the Council's external human resources partner for job evaluation.
3. Subject to (1.) and (2.) above, and to their being met within the existing salaries budget, the salaries for these new posts be set at the level(s) determined by their job evaluation scores and a recruitment process(es) then be undertaken.

**Background:**

At its meeting held on 10 November 2025, Penzance Council resolved to establish the posts of 'Maintenance Assistant' and 'Contracts Administration Officer' alongside that of an additional 'Assistant Gardener'.

It then further resolved that the job descriptions and person specifications associated with these posts would be presented to the appropriate committee(s) for approval prior to their submission to the Council's external Human Resources partner for job evaluation.

The Job Descriptions and Person Specifications for the posts of Maintenance Assistant and Contracts Administration Officer have now been drafted and are

presented for approval. There are no documents presented for the 'Assistant Gardener' role as it represents an additional, rather than a new, post and recruitment can take place when necessary, but is currently in abeyance until clarity is received from Cornwall Council regarding its future intentions for street weeding.

Should these documents be approved, they will be submitted to the Council's external Human Resources partner for job evaluation and, should the salary grades be achievable within the existing budgets, recruitment may then take place.

When the Leisure and Amenities staffing budget was approved on 19 January 2026 it included an estimation of the salaries for these new posts, based on a comparison with similar existing ones. However, at that time it was envisaged that these posts would be filled on 1 April 2026 and, as they will now be filled in-year, the savings realised so far should result in any potential salaries being met comfortably.

Appendix 1 – Facilities Maintenance Assistant Job Description

Appendix 2 – Facilities Maintenance Assistant Person Specification

Appendix 3 – Contracts Administration Officer Job Description

Appendix 4 – Contracts Administration Officer Person Specification

Cal Bagshaw  
Corporate Services Manager



**PENZANCE  
COUNCIL**

## Job Description: Facilities Maintenance Assistant

### **Overall purpose of role**

To carry out the maintenance, inspection, repair and presentation of council-owned buildings, parks, play areas, public conveniences, open spaces and other assets managed by the Leisure and Amenities Team and Penzance Council as a whole.

### **Facilities and Maintenance**

- Carry out routine inspections and maintenance checks on council buildings, public conveniences, parks, play areas and associated infrastructure.
- Undertake minor maintenance and repair works including basic plumbing, decorating, fault finding and general repairs.
- Assist with painting and decorating duties across council facilities and assets.
- Diagnose maintenance issues and report defects requiring specialist repair or contractor involvement.
- Liaise with contractors and assist with the resolution of maintenance faults.
- Ensure facilities and assets are maintained in a safe, clean and serviceable condition.
- Assist with the installation, maintenance and removal of equipment, signage and other council assets.
- Operate tools, equipment and council vehicles safely and responsibly.

### **Inspections and Reporting**

- Maintain accurate records of inspections, maintenance works and identified defects.
- Report maintenance issues, damage or hazards promptly to the Facilities Officer or appropriate manager.
- Assist with inspections associated with facilities, parks, buildings and operational assets.

### **Compliance / Health and Safety**

- Support the implementation and monitoring of health and safety procedures and inspections.
- Ensure compliance with relevant legislation, council policies and safe working practices.

- Undertake manual handling and physical duties safely and appropriately.
- Assist in responding to urgent maintenance issues and occasional out-of-hours call-outs where required.

### **Operational / Team Support**

- Work collaboratively with the Facilities Officer and other council staff to prioritise and complete maintenance tasks.
- Liaise professionally and courteously with members of the public, contractors and partner organisations.
- Support wider operational activities of the Leisure and Amenities Team as required.
- Work indoors and outdoors in varying weather conditions.



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# **Person Specification: Facilities Maintenance Assistant**

## **Qualifications / Training**

### **Essential**

- Full UK Driving Licence.
- Good standard of literacy and numeracy.

### **Desirable**

- Health and Safety qualification or training.
- First Aid qualification.
- Relevant trade qualification or vocational training.

## **Experience**

### **Essential**

- Experience of carrying out building or facilities maintenance work.
- Experience of undertaking inspections, checks and identifying maintenance issues.
- Experience of using hand and power tools safely.
- Experience of working as part of a team.

### **Desirable**

- Experience working within a local authority or public sector environment.
- Experience maintaining public buildings, parks or community facilities.
- Experience completing health and safety inspections.

## **Knowledge and Skills**

### **Essential**

- Basic knowledge of plumbing, decorating and general maintenance techniques.
- Ability to diagnose faults and carry out minor repairs.
- Understanding of health and safety responsibilities within a maintenance environment.
- Ability to maintain accurate records and complete basic paperwork.
- Good communication and interpersonal skills.
- Ability to prioritise workload and work effectively under direction.

### **Desirable**

- Knowledge of play area or public facility inspection requirements.
- Ability to undertake basic maintenance planning and reporting.
- Awareness of risk assessment procedures and safe systems of work.

## **Personal Attributes**

- Reliable and flexible approach to work.
  - Motivated and proactive attitude.
  - Community-minded and committed to public service.
  - Ability to work positively with colleagues and members of the public.
  - Team player with a professional and courteous manner.
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**PENZANCE  
COUNCIL**

# Job Description: Contracts Administration Officer

## Overall purpose of role

To administer the effective delivery, mobilisation and ongoing management of contracts, facilities and devolved services for the Leisure and Amenities Service and Penzance Council as a whole.

The postholder will support the delivery of devolved services and council contracts, helping ensure council assets, amenities and contractors are managed effectively, compliantly and in line with council priorities. The role includes procurement and tendering, contract monitoring, inspections, performance management and budget oversight to maintain high service standards.

The postholder will contribute to the council's objectives around sustainability, continuous improvement, community benefit and collaborative working.

## Leadership and Performance Management

- **Contract management** - Monitor contractor performance against agreed KPIs, specifications and service standards.
- **Performance management** - Address day-to-day operational performance issues directly with contractors where appropriate and within delegated authority.
- **Accountability** - Escalate significant contractor performance, compliance or financial concerns to the Leisure and Amenities Manager.
- **Continuous Improvement** - Drive continuous improvement initiatives across contracted services.
- **Contract and Procurement** - Undertake the end to end processes of commissioning and managing contracted services including

- Procure and mobilise contracts associated with council facilities, open spaces and devolved services.
- Prepare draft specifications, scopes of work, schedules and tender documentation for review by the Leisure and Amenities Manager.
- Administer quotation and tender processes in accordance with council procedures and procurement requirements.
- Maintain procurement timetables, contract records and associated documentation.
- Liaise with contractors, suppliers and consultants throughout procurement and mobilisation processes.
- Support the transition and onboarding of newly appointed contractors and services.

### **Inspections and reporting**

- Undertake regular inspections of council-managed facilities, assets and open spaces.
- Maintain accurate inspection, compliance and contract performance records.

### **Compliance / Health and Safety**

- Monitor contractor compliance documentation including insurance, risk assessments and method statements and any relevant permits.
- Ensure compliance with relevant health and safety legislation, policies and procedures.
- Draft and maintain checks and records associated with inspections, audits and statutory compliance requirements.
- Support the investigation and reporting of operational incidents and health and safety matters where required.

### **Facilities / Operational Support**

- Assist in the operational oversight of council-managed assets, facilities and devolved services, including but not limited to:
  - parks and open spaces,
  - public conveniences,
  - play areas,
  - community buildings,
  - allotments,
  - cleansing and environmental services.
- Support service planning and operational delivery within the Leisure and Amenities Team.
- Manage contractor coordination during planned works, reactive maintenance and projects.

- Respond to operational issues, enquiries from members of the public and service requests as required.

### **Financial Responsibility**

- Assist with monitoring contract expenditure and service budgets.
- Track financial commitments and identify emerging overspends or budget pressures.
- Process and monitor invoices, quotations and contractor records where required.
- Provide financial and operational information to support management reporting and committee reporting processes.

### **Stakeholder / Committee Support**

- Respond to councillor, community and contractor enquiries in conjunction with the Leisure and Amenities Manager.
- Attend evening meetings, site meetings or council meetings where required.
- Provide operational information and updates to support reports and presentations prepared by the Leisure and Amenities Manager.
- Work collaboratively with internal departments, councillors, contractors, community organisations and external partners.

### **Sustainability / Continuous Improvement**

- Promote environmentally sustainable working practices across council services and contracts.
- Support initiatives that improve efficiency, service quality and value for money.
- Contribute positively to the ongoing development and improvement of devolved services and facilities / amenity management arrangements.

### **Additional Responsibilities**

- **Operations cover** - To assist the Leisure and Amenities Manager in covering periods of Annual Leave or high workload for Penzance Council's Operations Officer and Facilities Officer
- **Out of hours support** - Be on alarm call-out lists and attend as required. Maintain the on-call rota for staff on behalf of the Leisure and Amenities Manager. To liaise with the police on all parks and buildings policing and security issues. Be available in case of urgent enquiries or emergencies from contractors. Attend events and meetings outside of office hours
- **CPD** - Actively participate in Continuing Personal Development on an on-going basis to keep professional knowledge up to date. Actively participate in the Council's Personal Development Review process
- **Data Security** - Maintain confidentiality and appropriate handling of sensitive information.
- **EDI** - Promote equality, diversity and inclusion in all aspects of work.

- Undertake any other duties which are required in support of the work of Penzance Council



**PENZANCE  
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## Person Specification: Contracts Administration Officer

### Qualifications

#### Essential Qualifications

- Educated to level 3 or equivalent relevant professional experience.
- Full UK driving licence and access to a vehicle for business use.

#### Desirable Qualifications

- IOSH Managing Safely or equivalent health and safety qualification.
- Qualification or training in procurement, contract management, facilities management or local government administration.

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### Knowledge and Experience

#### Essential

- Experience of contract administration and contractor management.
- Experience supporting procurement or tendering exercises.
- Experience drafting specifications, scopes of work or contract documentation.
- Experience monitoring contractor performance and service standards.
- Experience of budget monitoring and financial tracking.
- Experience of compliance and health and safety administration.
- Experience working in a facilities, amenities, operational or property-related environment.
- Experience dealing professionally with contractors, stakeholders and service users.

#### Desirable

- Experience working within local government or the public sector.
- Experience relating to parks, open spaces, public amenities or environmental services.
- Experience supporting devolved or transitioning services.
- Knowledge of public procurement processes and governance requirements.
- Experience undertaking site inspections and operational audits.

## **Skills and Abilities**

### **Essential**

- Strong organisational and administrative skills.
- Ability to manage multiple projects, contracts and competing priorities.
- Ability to interpret specifications, contracts and operational information.
- Strong written and verbal communication skills.
- Ability to build effective working relationships with contractors and stakeholders.
- Good IT skills including Microsoft Office applications.
- Ability to work independently and use initiative.
- Ability to identify operational issues and support practical solutions.
- Ability to maintain accurate records and documentation.

### **Desirable**

- Experience using procurement, facilities management or asset management systems.
  - Advanced spreadsheet and reporting skills.
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## **Personal Attributes**

### **Essential**

- Professional, reliable and highly organised.
  - Collaborative and team-oriented approach.
  - Pragmatic and solution-focused.
  - Able to work flexibly in a changing operational environment.
  - Commitment to public service and community outcomes.
  - Commitment to sustainability and continuous improvement.
  - Calm and resilient under pressure.
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### **Working Conditions**

- Full-time office-based role with regular local travel and site inspections.
  - Requirement to attend occasional evening meetings and out-of-hours responses.
  - Regular outdoor working and site-based inspections in varying weather conditions.
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