



DIRECTOR OF RESOURCES / DEPUTY CHIEF EXECUTIVE



01637 878388



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WELCOME FROM OUR CHIEF EXECUTIVE

Andy Curtis

**Chief Executive
Newquay Town Council**



Dear Candidate,

Thank you for your interest in joining Newquay Town Council as our new Director of Resources.

This is a pivotal senior leadership role, created to provide strategic oversight of our governance, corporate services and community engagement functions. As Deputy Chief Executive, the Director of Resources will also deputise for me when required, ensuring continuity of leadership, good governance and high standards of service delivery.

Newquay is one of Cornwall's most vibrant and distinctive towns, welcoming thousands of visitors each year while serving a strong and growing resident community. The Town Council plays a critical role in supporting the town's development, representing its interests and delivering services that make Newquay a safe, sustainable and welcoming place to live, work and visit.

The Director of Resources will oversee key areas including democratic services, civic and ceremonial activity, communications and engagement, the library and visitor information service, and events. The role requires strong governance expertise, excellent political acumen, and the ability to lead diverse teams while also acting as a trusted deputy to me.

We are looking for an experienced and motivated leader who combines strategic oversight with attention to detail, and who can ensure the highest standards of governance, corporate performance and community service. If you are ambitious, resilient and passionate about public service, we would be delighted to hear from you.

About Newquay Town Council

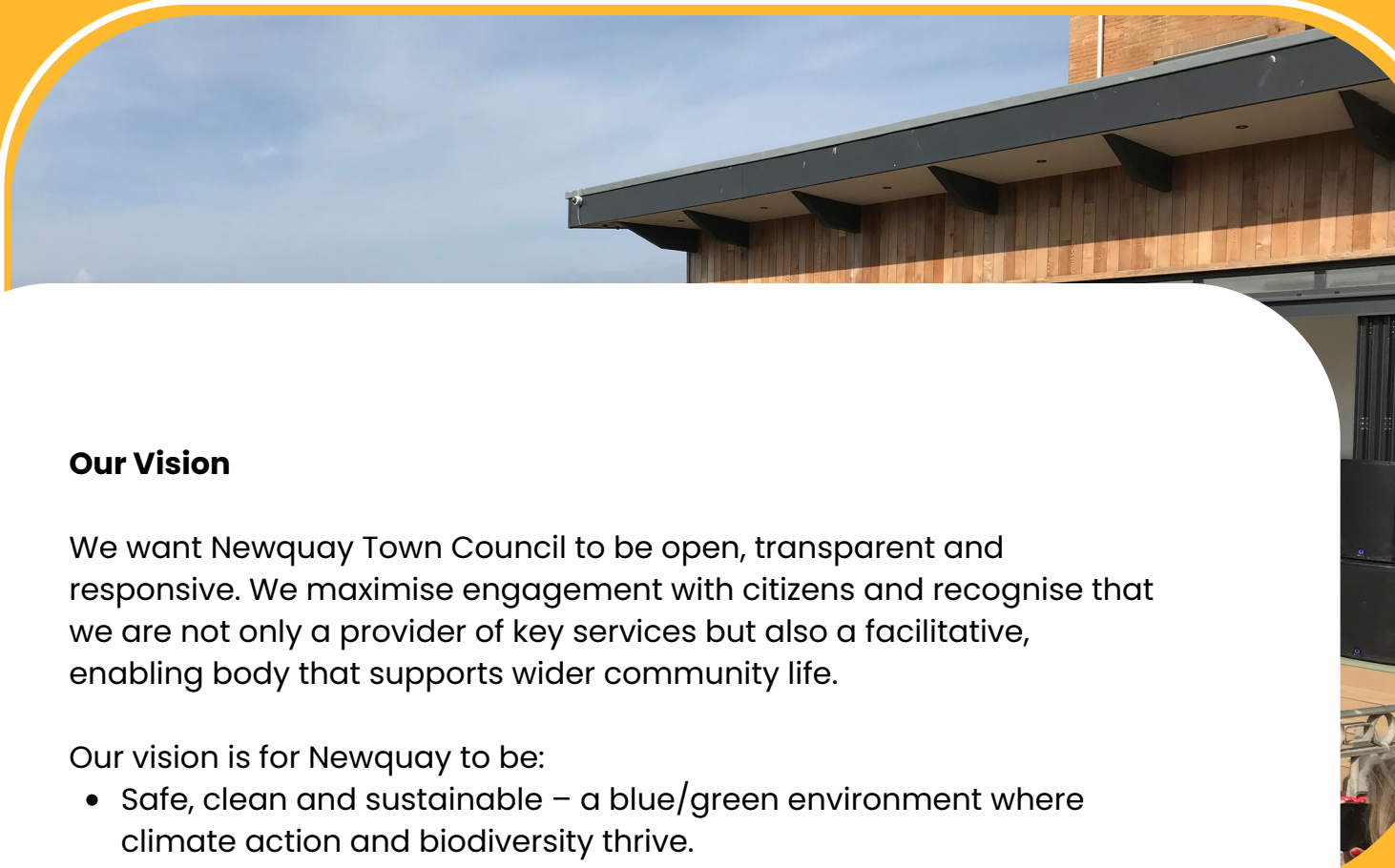
Newquay Town Council forms the grassroots tier of local government and works alongside Cornwall Council, our Unitary Authority. We play a critical role in promoting the town, representing its interests and supporting the work of community groups, while delivering high-quality services and facilities for residents and visitors.

The Council consists of 20 elected and unpaid Councillors who represent different areas of Newquay. Members are responsible for making key decisions that affect the town, its residents and visitors, while our Officers are crucial in implementing those decisions and ensuring delivery on the ground.

We serve a growing resident population of around 22,000 – a figure that increases significantly during the tourist season – and employ around 50 FTE staff across a broad range of services. These include public toilets, CCTV, open spaces, community facilities, events, maintenance and enforcement.

Newquay Town Council is proud of its track record in delivering excellent, responsive services and is committed to sustainable development, biodiversity and environmental responsibility. Our work is underpinned by a strong sense of community, inclusivity and ambition for the future.





Our Vision

We want Newquay Town Council to be open, transparent and responsive. We maximise engagement with citizens and recognise that we are not only a provider of key services but also a facilitative, enabling body that supports wider community life.

Our vision is for Newquay to be:

- Safe, clean and sustainable – a blue/green environment where climate action and biodiversity thrive.
- Inclusive and welcoming – a place where people are proud to live, bring up their families, spend their holidays and do business.
- Ambitious and collaborative – working with partners to address challenges, deliver innovation and create opportunities.
- Resilient and vibrant – a community where everyone feels part of a strong, prosperous and forward-looking town.

To achieve this, the Council has identified six corporate priority areas that guide our work and resources over each four-year plan period. These priorities are where we believe the Town Council can add the most value and help deliver positive outcomes for the community.

These areas are:

- Community
- Environment
- Young People
- Business
- Relationships
- Organisational Development

Read more in our Corporate Plan 2024-28 [HERE](#)



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Job Title: Director of Resources

Reports to: Chief Executive

Deputises for: Chief Executive

Location: Newquay

Salary: SCP 48 – 51 / Grade 13 / £61,198 – £65,925

Working hours: 37 hours per week

Budget responsibility: Strategic Overview of circa £0.25m across Library and Visitor Information, Events and Democratic Services budgets with spend approval up to £30,000 within service area

Direct reports: Democratic Services Manager, Library & Visitor Information Manager, Events Manager

Indirect reports: PA to Chief Executive, Communications Officer(s), Committee Clerks, Library and Visitor Information Officers, Library and Visitor Information Deputy Manager(s), Events Officer, Partnerships & Projects Officer



The Director of Resources is a key member of the Council's Senior Leadership Team and acts as Deputy Chief Executive. The postholder provides strategic leadership and oversight across Corporate Services, Governance, Democratic Services, Community Engagement, Library, Marketing and Communications.

They deputise fully for the Chief Executive, including taking on Proper Officer responsibilities during periods of absence, and play a crucial role in supporting civic and ceremonial life in Newquay.

This is a wide-ranging leadership role, requiring excellent political awareness, strong communication and governance expertise, and the ability to represent the Council confidently with members, partners and the community.



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Main Purpose of the Role:

To provide strategic leadership and corporate oversight for the Council's Resources and Governance functions, ensuring high standards of performance, democratic engagement, civic representation, and operational delivery.

The postholder is a key member of the Council's Senior Leadership Team and acts as Deputy Chief Executive, deputising fully for the Chief Executive during periods of absence, including assuming Proper Officer responsibilities.

The role leads the Resources Directorate through direct line management of the Democratic Service Manager, Library & Visitor Information Manager and the Events Manager, ensuring cross-team performance, compliance with corporate policies, and alignment with the Council's strategic goals. The postholder also acts as a key link between the Chief Executive and operational service leads across the Directorate.

The role supports and deputises for the Chief Executive in corporate planning, committee management, civic and ceremonial activity, and represents the Council externally at strategic and partnership level.

Key Responsibilities:

1. Deputy Chief Executive & Strategic Oversight

- Represent the Chief Executive at civic events, external meetings and during absence
- Provide strategic input into Corporate Plan delivery and organisational direction
- Oversee the coordination of corporate improvement projects, funding models, and service integration

2. Governance and Democratic Services

- Ensure clear delegations, committee handbooks and member/officer protocols are maintained
- Oversee preparation of Council reports and contribute to professional standards in democratic delivery
- Support councillor induction and training in partnership with relevant officers



3. Communications, Marketing & Engagement

- Provide strategic oversight to the Communications Officer and ensure brand consistency
- Lead delivery of the Council's internal comms, including newsletters and staff/Councillor updates
- Oversee Library and Visit Newquay promotional activity and community engagement
- Support coordination of the Annual Town Meeting and Council showcase

4. Asset and Partnership Management

- Work with the Chief Executive and Finance Director to assess community asset transfers and devolution
- Represent the Council in partnerships such as Safer Cornwall, public safety and CCTV coordination
- Lead on the integration of services and community building projects

5. Community Services and Accessibility

- Oversee access to heritage, arts and learning opportunities
- Ensure alignment of services with population growth and community needs assessment
- Ensure support for public-facing services like Library and Events through relevant team management
- Support the designated Event Manager with any issues, significant policy matters or spend approvals
- Sustainability and Policy Development
- Oversee strategic sustainability goals including single-use plastics, carbon neutrality, and waste reduction policy
- Promote a positive and respectful culture across all departments

6. Line Management and Leadership

- Direct line management: Democratic Services Manager, Events Manager and the Library & Visitor Information Manager
- Indirect line management: PA to Chief Executive & Director Support, Communications Officer(s), Committee Clerks, Customer Service Assistants, Library & Visitor Information Deputy Managers, Events Officer, Partnerships & Projects Officer
- Provide mentoring, supervision and performance review for direct reports
- Promote a culture of teamwork, continuous improvement and inclusivity across all services



Other Duties: To undertake such other responsibilities as may be reasonably required in line with the role's strategic and cross-cutting remit

Qualifications, Knowledge and Skills: The following are expectations of this role:

Strategic Leadership:

- Proven ability to lead multidisciplinary teams, develop service strategies, and coordinate cross-cutting projects and events. Must demonstrate capability to act as Deputy Chief Executive and support corporate performance delivery.

Governance & Democratic Services:

- Strong working knowledge of local government law, committee procedures, standing orders, and the legal responsibilities of the Proper Officer. Must be able to give professional advice to Members and ensure statutory compliance.

Civic & Ceremonial Knowledge:

- Understanding of the civic function, mayoral protocols, civic honours, and the organisation of formal ceremonies and community events.

Corporate Communications:

- Ability to design and deliver communications strategies, handle media relations, and draft high-quality content for diverse audiences including the public, Members, and external partners.

Policy & Performance:

- Skill in drafting and reviewing corporate policies, aligning service delivery with KPIs, and using performance frameworks to drive improvement.

Political Acumen & Interpersonal Skills:

- Experience of working with elected Members and politically sensitive environments. Ability to interpret, negotiate and communicate complex or emotive matters with diplomacy and professionalism.

Team & People Management:

- Ability to lead and develop a multidisciplinary team, manage change, undertake appraisals, address performance, and coordinate workforce planning across service areas.



Digital & IT Competence:

- Proficiency in Microsoft Office (Word, Excel, Outlook), digital communications platforms, agenda systems, and CRM platforms where applicable.

Essential Qualifications:

- ILM or relevant management/leadership qualification
- CILCA Certificate holder
- NVQ Level 7 or above in Public Administration, Business Administration, Leadership and Management or equivalent.

Desirable Qualifications:

- Governance, communications, or legal training (e.g. SLCC, ADSO, CIPR)
- Experience of working in a Town or Parish Council context
- Event management or protocol experience
- Knowledge of election processes and community engagement best practice
- Understanding of performance benchmarking frameworks
- Internal communications, organisational culture and staff engagement experience
- Experience implementing branding or communications strategies at a corporate level



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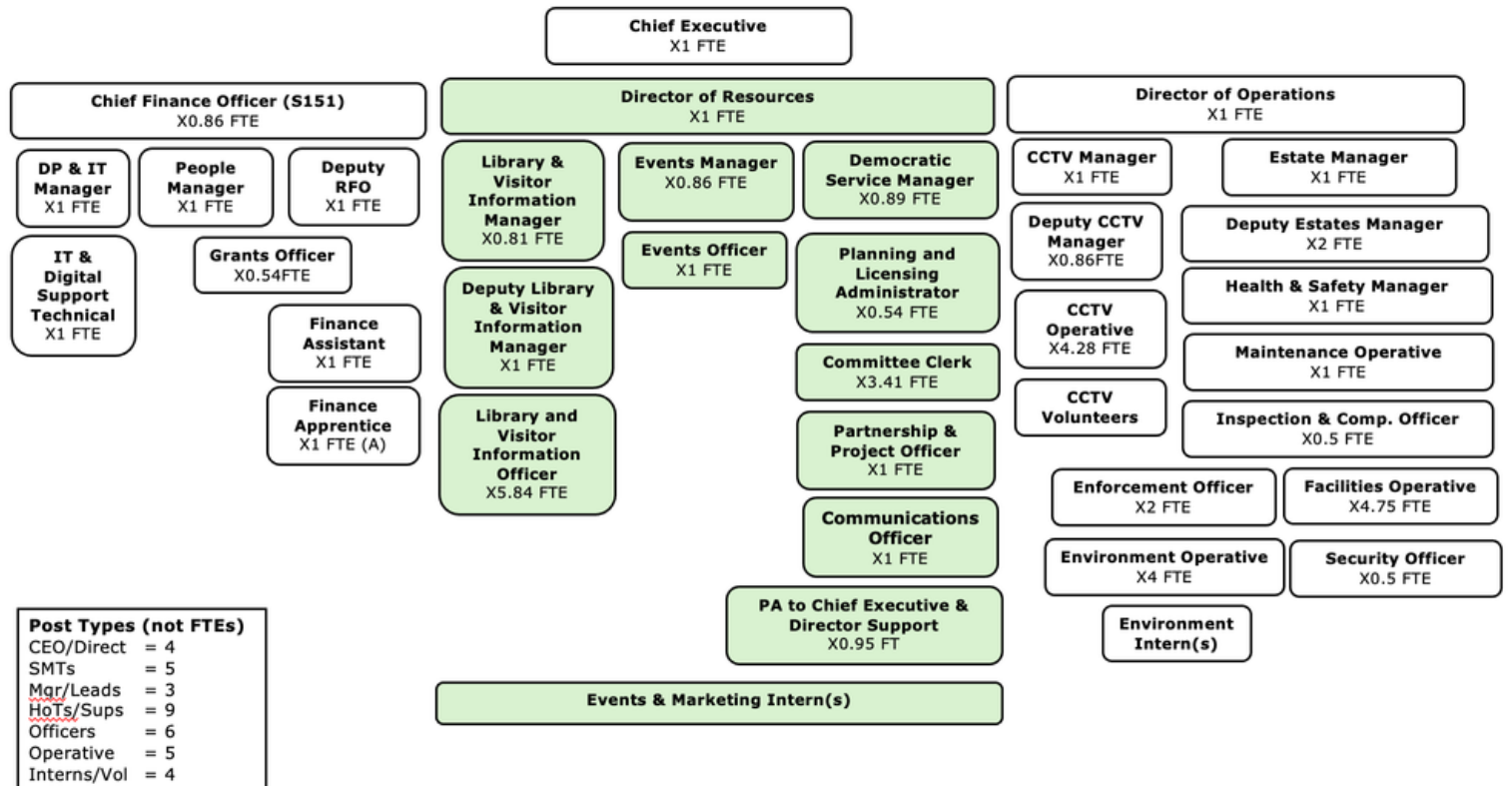
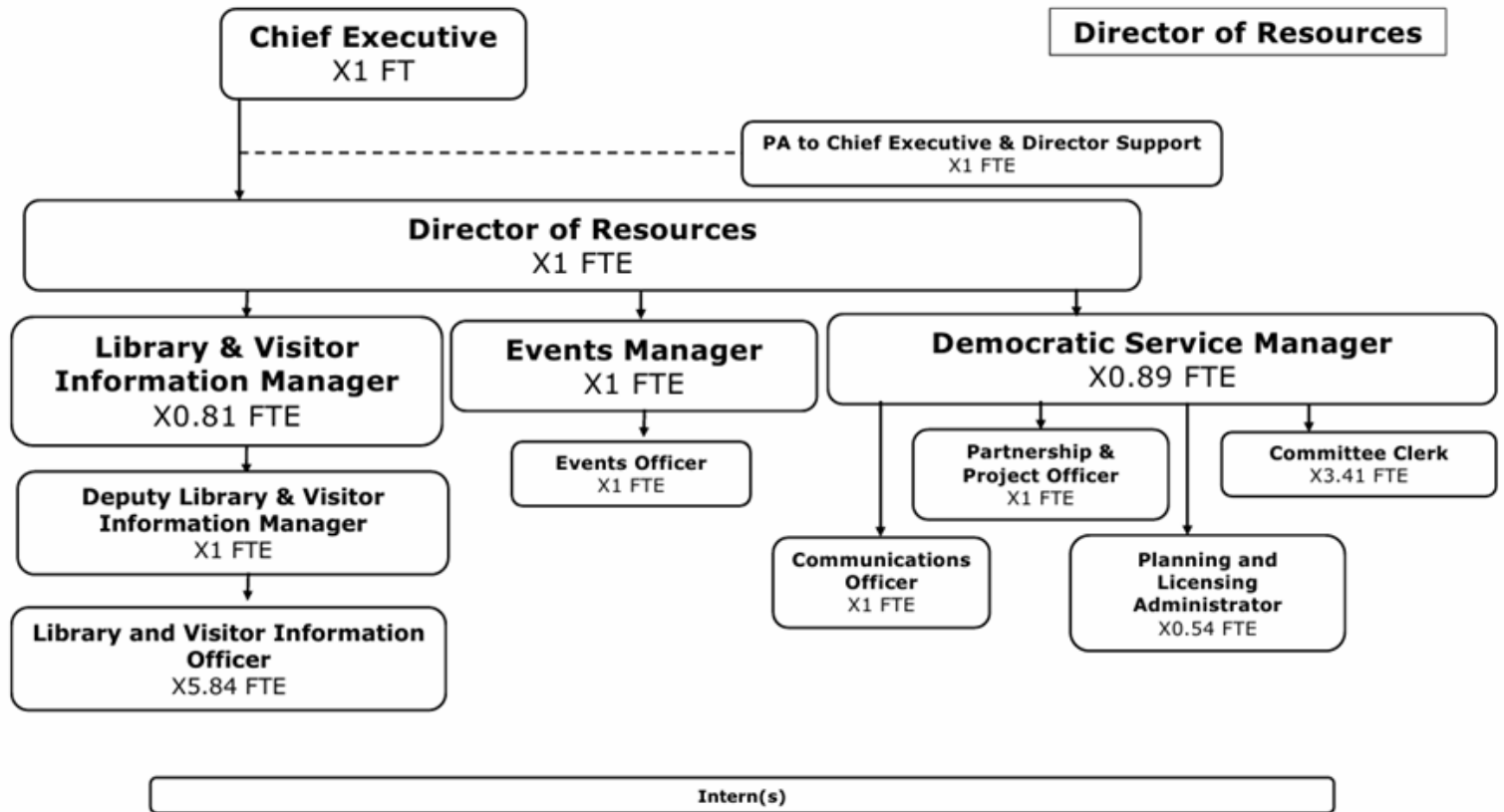


Key Operational Requirements:

- Responsible for all Committees (clerking where resources are not available/in place, leading clerking on E&F and C&T Committees, supported by a committee clerk for minutes)
- Cover Full Council meetings regularly and attending where needed by Chief Executive
- Handling complaints regarding service areas and areas of responsibility
- Stepping in to cover events and service delivery, which may be on weekends, bank holidays and evenings
- Be on the "On Duty" rota for directors and senior officers
- Monthly Director Meetings
- Monthly Management Meetings
- Monthly feedback meeting with colleagues (informal meeting – accessing each director)
- One to ones with the team on a monthly basis.
- Attending relevant committee or Full Council meetings to present reports or for service/activity/decision-making scrutiny.
- Representing the Council (acting as Chief Executive) at Civic and other external events and undertaking the responsibilities of Chief Executive/Town Clerk where they are unable to attend an external event or civic activity including meetings
- Acting as Deputy Head of Paid Service in conjunction with the HR/People Manager
- Office – Based within Director's Office (combined office with other directors, finance and HR)



STAFF STRUCTURE





Key Terms and Conditions

- Salary: Grade 13 (SCP 48 – 51) / £61,198 – £65,925. Starting on £61,198.
- Contract: Permanent, full-time (37 hours per week).
- Location: Municipal Offices, Newquay (currently 5 days per week, but we are looking at adopting a new policy of a minimum three days per week office-based).
- Pension: Local Government Pension Scheme
- Leave: 25 days increasing to 28 days after 5 years continuous service (excluding public and bank holidays)
- Other: Participation in out-of-hours director rota and emergency cover. Staff parking available on a first come first served basis. Access to Cycle To Work and Tech Schemes as well as Thrive wellness app.



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How to Apply

If you are interested in this opportunity we encourage confidential conversations with our People Manager in advance of your application, details below: Harriet Hornby (People Manager): harriet@newquay.gov.uk.

In order to apply, please submit a CV which should be supported by a cover letter of no more than 3 sides of A4 (each document). Your cover letter should outline your motivations for applying, and highlight how your skills, knowledge and experience meet the requirements of our new Director of Resources.

Please also provide details of two professional referees, one of whom must be your current or most recent employer (references will not be taken up without your prior consent).

Applications to be submitted to harriet@newquay.gov.uk by midday on Monday 17 November 2025.

If you are shortlisted, you will be invited to meet members of the team and tour the services you will oversee at the time of interview. This will take place on Tuesday 09 December 2025.

We are committed to providing equal opportunities for all candidates. To ensure we can make any necessary adjustments for the recruitment process, please let us know if you require any specific support or adaptations due to a disability. We would be grateful if you could complete the attached Equality and Diversity monitoring form which helps us understand the diversity of our applicants. Completing this form is voluntary. The information provided will be kept confidential. None of the information you provide will be linked to your application.

Timetable

Closing date: **Monday 17 November 2025 (midday)**

Interviews: **Tuesday 09 December 2025**

Equal Opportunities

Newquay Town Council is committed to being an inclusive and diverse employer. We welcome applications from all sections of the community and ensure that no candidate or employee receives less favourable treatment on the grounds of gender, marital status, race, disability, age, sexual orientation, religion or belief.



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