



# TRURO

## CITY COUNCIL

A thriving, inclusive, and sustainable Truro –  
where community, commerce, heritage, and nature flourish together.

Dear Candidate,

Thank you for expressing interest in the Boscawen Park Pavilion Assistant role with Truro City Council.

We hope that the contents of this application pack will provide an insight into our organisation, the role and what it is like to work here. The Council continues to develop and improve its community services, and we are looking for enthusiastic team members to support our organisation as it undergoes a period of change and growth.

We hope you find everything you need to apply for this position, but should you require additional information about the recruitment process, please do not hesitate to get in touch.

Good luck with your application.

David Rodda  
Town Clerk

# Truro City Council

## About the Council and City

- Mission Statement – A thriving, inclusive, and sustainable Truro – where community, commerce, heritage, and nature flourish together.
- Local Level Government in Truro.
- We have 24 elected and unpaid Councillors.
- The Council has over sixty members of staff and is responsible for a range of services including public buildings, parks, cemeteries, allotments, community library, visitor information, public conveniences, community development and planning.
- Truro became a city in 1877.
- The name Truro is derived from 'Truru', meaning 'three rivers'.
- The Council has four main committees:
  - Finance and General Purposes Committee
  - Parks and Amenities Committee
  - Staffing Committee
  - Planning Committee
- Truro City Council owns the Public Cemetery and four Allotment sites (in the process of developing a fifth site).

## About the Role

This is an opportunity to play a key role in supporting the continued development of Truro City Council's community services.

Truro City Council is committed to making Truro thriving, inclusive, and sustainable, and is seeking a motivated, permanent Boscawen Park Pavilion Assistant to support the operation of Boscawen Park Pavilion and associated facilities.

This is a varied and practical operational role supporting the day-to-day running of Boscawen Park Pavilion.

The ideal candidate will need to demonstrate skills and knowledge in the following areas:

- Communication – Ability to communicate in a clear and confident manner, tailoring the approach to fit the needs of the audience.
- Interpersonal Skills – Creating and maintaining positive relationships across multiple departments and with the public.
- Enthusiasm and positive approach – Enjoy working in a team.
- Experience in a customer-facing or operational environment.
- Ability to role model the Council's agreed behaviours of Civility and Respect.

## Terms and Conditions of Employment

Truro City Council staff are employed under Local Government Services (Green Book) terms and conditions, with some terms and conditions agreed locally.

The key provisions are:

- Permanent Contract – 37 hours per week
- Location: Boscawen Park Pavilion and associated facilities
- Salary: Grade 2 – £25,947 gross per annum, pro rata where applicable.
- We offer between 23 and 29 days holiday per year (pro rata), plus bank holidays, two additional statutory days and St Piran's Day, should this fall on a working day.

## **How to apply**

To apply, please download an application pack from the Truro City Council website.

Once you have an application pack, if you would like to apply, please complete the application form within this pack, or if you have difficulty accessing this, please email [HR@truro.gov.uk](mailto:HR@truro.gov.uk)

Please email your current CV and completed application pack to [HR@truro.gov.uk](mailto:HR@truro.gov.uk) prior to the deadline stated below.

The deadline for applications is 5 pm Sunday, **31<sup>st</sup> May 2026**.

The selection and interview process will be held during the week commencing Monday, 8th June 2026, and any face-to-face interviews will be held at the Truro City Council Offices, Truro Community Library, Union Place, Truro, TR1 1EP.

Truro City Council is committed to equality, diversity and inclusivity, being at the heart of everything we do.

## **Job Description**

### **Boscawen Park Pavilion Assistant**

<b>Department:</b>	Facilities, Estates & Compliance
<b>Salary scale:</b>	Grade 2 (£25,947 gross per annum)
<b>Pension scheme:</b>	Local Government Pension Scheme (LGPS)
<b>Responsible to:</b>	Boscawen Park Pavilion Manager
<b>Hours:</b>	Full-time up to 37 hours per week (The job holder must be available to work occasional weekend and evenings in response to operational or service requirements).
<b>Workplace:</b>	Boscawen Park Pavilion and associated facilities

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*The job description outlined below indicates the general nature and level of the work undertaken and is not intended to be a detailed list of all duties and tasks. Responsibilities may be periodically updated to meet organisational needs in consultation with the jobholder.*

#### **Job purpose**

To assist with the day-to-day operation of Boscawen Park Pavilion and associated facilities, helping to maintain a safe, clean, and welcoming environment for customers, users, and visitors.

The postholder will carry out routine tasks, including room setup, cleaning, and basic customer assistance, working under the direction of the Pavilion Manager.

The role involves regular manual handling activities, including moving tables, chairs, and equipment.

## **Key Responsibilities**

### **Front of House & Customer Service:**

- Act as a first point of contact for customers, users, and visitors, providing a welcoming and professional service.
- Respond to enquiries in person, by phone, or electronically, providing clear and accurate information regarding bookings, facilities, and access.
- Assist in resolving routine customer queries and escalating more complex issues to the Pavilion Manager.

### **Pavilion Operations:**

- Assist with opening and closing the Pavilion, including securing the building and ensuring areas are ready for use.
- Support the day-to-day operation of the Pavilion, ensuring spaces are clean, safe, and presentable.
- Undertake routine checks of facilities and report any faults, damage, or concerns.

### **Bookings & Room Setup:**

- Assist with the delivery of bookings and activities within the Pavilion and associated facilities.
- Set up and reconfigure rooms and spaces to meet customer requirements, including moving

tables, chairs, and equipment.

- Prepare and reset spaces between bookings, often multiple times throughout the day.
- Support customers using facilities, including assisting with access, layout, and basic requirements.

### **Equipment & ICT Support:**

- Assist customers with the setup and basic use of equipment, including Wi-Fi access, screens, and presentation equipment where available.
- Identify and report equipment faults or issues promptly.

### **Events & Activities Support:**

- Support the delivery of events and programmed activities, including setup, coordination, and customer assistance.
- Provide on-site support during events to ensure smooth and safe operation.

### **Cleaning & Maintenance Support:**

- Carry out routine cleaning duties to maintain a high standard of cleanliness across the Pavilion, including shared areas and facilities.
- Ensure kitchens, toilets, and public areas are clean, stocked, and ready for use.
- Report maintenance issues and support minor tasks where appropriate.

### **Promotion & Customer Engagement:**

- Support the promotion of Pavilion activities and events by sharing information with customers and assisting with basic promotional activities where required.
- Assist with maintaining up-to-date information on bookings, events, and activities across relevant platforms.

### **Health & Safety:**

- Follow all health and safety procedures and guidance.
- Ensure customers use facilities safely and in accordance with the conditions of use.
- Report incidents, hazards, or concerns promptly.

### **Team Working:**

- Work flexibly as part of a team to support the effective operation of the Pavilion.
- Communicate clearly with colleagues and follow directions from the Pavilion Manager.

### **Other:**

- Undertake training and development as required.
- Represent the Council in a calm, professional, and courteous manner.
- Work positively and supportively with colleagues.
- Participate in appraisal and supervision processes.
- Work in accordance with Council policies and procedures, including Health & Safety, Equality, Diversity and Inclusion, and Dignity at Work.
- Undertake other duties reasonably commensurate with the level of the post.

All employees are required to commit to Truro City Council's Equality, Diversity and Inclusivity policies and values, and to treat colleagues and customers with dignity and respect. This document describes in general terms the duties and responsibilities of the post at the time it was drafted. This is not to be taken as exhaustive nor exclusive, and duties may be varied at any time, in consultation with the postholder, to meet the needs of the service.

## Authority

- Carry out assigned operational and customer service duties
- Provide routine information and assistance to customers

## Decision-Making

- Make routine decisions relating to day-to-day tasks and customer queries

## Escalation

Must escalate:

- Customer complaints or disputes
- Health and safety concerns
- Maintenance or equipment issues
- Any situation outside normal procedures

## Working Relationships

### Internal

- Pavilion Manager
- Facilities, Estates & Compliance Team
- Parks Team
- Other Council staff

### External

- Customers and facility users
- Community groups and clubs
- Event attendees

## Working Style & Behavioural Expectations

The postholder is expected to:

- Provide a friendly and professional service
- Be reliable, punctual, and flexible
- Work effectively as part of a team
- Follow procedures and instructions
- Take a proactive and practical approach to tasks

## Health, Safety & Compliance

The postholder must:

- Follow all health and safety procedures
- Use equipment safely
- Report incidents and hazards
- Support the safe operation of the Pavilion

## Flexibility Clause

Duties may be varied to meet service needs, provided they remain appropriate to the role.

## **Person specification**

### **Essential:**

- Experience in a customer-facing environment
- Good communication and interpersonal skills
- Ability to work as part of a team
- Ability to follow procedures and instructions
- Basic IT skills

### **Desirable:**

- Experience in a leisure, facilities, or community setting
- Experience supporting events or room hire
- Basic knowledge of health and safety practices
- Experience using booking systems or similar

Signed(postholder)\_\_\_\_\_Date\_\_\_\_\_

## EQUAL OPPORTUNITY FORM

Truro City Council is committed to providing equal opportunities, and our policy is to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, pregnancy, race, colour, national or ethnic origin, marital status, disability, sexual orientation, religion, age or trade union membership. To monitor the effectiveness of our Equal Opportunities Policy, we request that applicants provide us with the information outlined below. This information will only be used for this purpose and will be kept in accordance with the UK GDPR and Data Protection Act 2018. This information is separated from the application form prior to shortlisting, ensuring that all shortlisting is based on merit.

Job Applied For: Boscawen Park Pavilion Assistant						
1. What age are you? Please tick the appropriate box						
16 or under <input type="checkbox"/>	17 – 24 <input type="checkbox"/>	25 - 35 <input type="checkbox"/>	36 - 45 <input type="checkbox"/>	46 – 55 <input type="checkbox"/>	56 – 65 <input type="checkbox"/>	66 & over <input type="checkbox"/>
2. What is your marital status?						
Single <input type="checkbox"/>		Married <input type="checkbox"/>				
Civil Partner <input type="checkbox"/>		Other <input type="checkbox"/>				
3. Gender: Male <input type="checkbox"/> Female <input type="checkbox"/> Other <input type="checkbox"/>				4. Religion (please specify) <input type="checkbox"/> or None <input type="checkbox"/>		

5. I belong to the following ethnic grouping:(Please tick the appropriate box and give further details where indicated)

A: White <input type="checkbox"/> A1: British <input type="checkbox"/> A2: Irish <input type="checkbox"/> A3: Cornish <input type="checkbox"/> A4: Any other white background (please specify) <input type="checkbox"/>	D: Black or Black British: <input type="checkbox"/> D1: Caribbean <input type="checkbox"/> D2: African <input type="checkbox"/> D3: Any other black background (please specify) <input type="checkbox"/>
B Of mixed race: <input type="checkbox"/> B1: White & Black Caribbean <input type="checkbox"/> B2: White & Black African <input type="checkbox"/> B3 : White & Asian <input type="checkbox"/> B4: Any other mixed background (please specify) <input type="checkbox"/>	E: Asian or Asian British: <input type="checkbox"/> E1: Indian <input type="checkbox"/> E2: Pakistani <input type="checkbox"/> E3: Bangladeshi <input type="checkbox"/> E4: Any other Asian background (please specify) <input type="checkbox"/>
C: Chinese: <input type="checkbox"/>	F: Other ethnic group (please specify, e.g. Cornish) <input type="checkbox"/>

6. A disability is a physical or mental impairment which has a substantial and long-term effect on the ability to carry out normal day to day activities. Do you consider yourself to have a disability?  Yes <input type="checkbox"/> No <input type="checkbox"/>
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I understand that this information may be stored and processed as part of the Truro City Council monitoring of equal opportunities and I give my consent to my details to be used for this purpose.

**Note: If you have any disability for which special arrangements should be made during the recruitment and selection process please contact the Council's HR Department: 01872 245503**

## **APPLICATION FORM: Boscawen Park Pavilion Assistant**

The closing date for the receipt of applications for this appointment is: **5 pm Sunday, 31<sup>st</sup> May 2026**

*If you require this application form in a different format, for example, large print, please contact [HR@truro.gov.uk](mailto:HR@truro.gov.uk)*

Completed application form to be returned via email to: [HR@truro.gov.uk](mailto:HR@truro.gov.uk)

Post applied for: Boscawen Park Pavilion Assistant

How did you hear about this vacancy/ where did you see the vacancy advertised?

### PERSONAL DETAILS

Surname:

Name:

Permanent Address:

Post Code:

Phone Number:

Email Address:

Are there any restrictions on your taking up employment in the UK? If so, please provide details:

If selected for interview would you require any reasonable adjustments to be made to support you at an interview? If so, please could you provide an indication of what adjustments you would require



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## CRIMINAL CONVICTIONS

We will treat applicants who have a criminal record fairly and will not discriminate because of a conviction or other information revealed. Possession of a criminal record will not automatically prevent applicants from working with us. As part of the recruitment process, any information revealed regarding a criminal record will only be considered in light of its relevance to the post for which the candidate is applying.

If you declare an unspent conviction, we may write to you requesting further information. You may be asked about unspent convictions at the interview.

All offers of employment may be subject to a minimum of a basic disclosure to verify the information you provide, unless the role you have applied for requires a higher level of check from the Disclosure and Barring Services (DBS), in which case we will state clearly the level of DBS disclosure required on the job description paperwork.

Please list any convictions or cautions which are not “spent” as defined in the Rehabilitation of Offenders Act 1974 (as amended).

Signature.....

Print name.....

Date.....



3. PLEASE GIVE TWO REFEREES – One of whom SHOULD be your present employer (or last employer if unemployed) who will be contacted prior to interview if you are short listed, unless you specify not to do so.

PLEASE DO NOT USE RELATIVE

Name		Name	
Address		Address	
Post Code		Post Code	
Tel. No.		Tel. No.	
Email Address		Email Address	
<input type="checkbox"/> Please tick if you do not give permission for Truro City Council to contact your referee without prior permission		<input type="checkbox"/> Please tick if you do not give permission for Truro City Council to contact your referee without prior permission	

4. OUTSIDE INTERESTS, UNPAID WORK, WORK EXPERIENCE & NON-VOCATIONAL ACTIVITIES

Please give a description of any outside interests or unpaid work you have or do which may be relevant to this position and which you think may support your application (continue on a separate sheet if necessary)

Have you ever received a redundancy payment from previous Local Authority employment? If so, please state employer and year payment received.

Are you related to any Member or Senior Officer of Truro City Council?

YES/NO

If yes, please confirm who \_\_\_\_\_

I declare that to the best of my knowledge, all the information supplied on this form is correct. I fully understand that the withholding of relevant information or any false or misleading statement could result in the withdrawal of an offer of employment or dismissal.

I agree that if I am successful in obtaining the role, this information will be retained in my personnel file during my employment and up to six years thereafter, and I understand that information will be processed in accordance with the UK GDPR and the Data Protection Act 2018. If I am unsuccessful in obtaining the role, I understand that Truro City Council shall retain this form for six months; after this time, it shall be destroyed.



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I agree that, should I be successful, I will, if required, apply to the Disclosure and Barring Service, formerly the Criminal Records Bureau, for a basic disclosure. I understand that should I fail to do so, or should the disclosure not be to the satisfaction of the Council, any offer of employment may be withdrawn or my employment terminated.

Signature.....

Print name.....

Date.....

**Any attempt to improperly influence the recruitment process may result in disqualification.**

All completed forms shall be stored securely and used only for the purposes of the recruitment for the role for which you have applied. Truro City Council will process all information in accordance with UK GDPR and the Data Protection Act 2018.

The recruitment and selection process will be free from bias or discrimination. Recruitment will be managed objectively, and decisions about suitability for vacancies will be based on specific and reasonable job criteria. Truro City Council is committed to making reasonable adjustments for those who have a disability in the recruitment and selection process, or to enable someone to work with us.

During or after the recruitment and selection process, Truro City Council is not obliged to give feedback to the applicant.