

Kent County Council

Job Description: *Customer Support Assistant Apprentice*

Directorate	Growth, Environment and Transport
Unit/Section	Libraries, Registration and Archives
Grade	Apprentice
Responsible to	Customer Service Officers

Apprenticeship Training Details

Name of Apprenticeship Standard	Customer Service
Level of Apprenticeship	2
Length of Study	12 Months

Purpose of the Job:

- Assist in the day to day delivery of front of house services for Libraries, Registration and Archives (LRA).
- This is Level 2 apprenticeship in Customer Service in the LRA Service which is part of the Growth, Environment and Transport Division in Kent County Council.

Main duties and responsibilities:

- Meet and greet all customers in a friendly, helpful way.
- Assist customers with ICT use, including our self-service kiosks.
- Answer customer enquiries; face to face, on the telephone and by email.
- Help keep the library well presented at all times by shelving returned items and keeping stock tidy.
- Using a variety of ICT systems, book appointments for the Registration Service, handle bus pass applications and book public use computers sessions.
- Take an active role in our promotional events and activities, such as Baby Rhyme and Story time sessions, working with and supporting our volunteers.
- Develop your skills to display and promote books, CDS, DVDS and information in an eye catching and interesting way

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: *Customer Support Assistant Apprentice*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
EXPERIENCE	<ul style="list-style-type: none"> • Experience or understanding of working in a customer focused service.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Able to converse at ease with the public, answer questions and provide advice. • Able to demonstrate good team working skills and adaptability. • Able to engage with customers to promote and deliver high quality services. • Able to work within daily schedules and timetables. • Able to follow instructions and routines without close supervision.
KNOWLEDGE	<ul style="list-style-type: none"> • An understanding of Kent Libraries, Registration and Archives services.
KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>