

Directorate: Growth, Environment and Transport

Unit/Section: Libraries, Registration and Archives (LRA)

Grade: KSA

Responsible to: Customer Services Officer/Supervisor

Purpose of the Job:

Deliver day to day front of house Libraries, Registration and Archives service.

Main duties and responsibilities:

- Act as the first point of contact to engage with all customers in a friendly, helpful manner.
- Assist customers with enquiries and in using services to achieve the best possible outcome.
- Maintain stock in good order to facilitate access and enhance presentation of service point.
- Promote services to increase use of KCC resources.
- Use LRA Management Systems, CaRa and web-based systems to undertake service delivery.
- Work to and within KCC financial procedures and regulations, including cash handling.
- Be responsible for delivering services that comply with equality policy, procedure and legislation.
- Work to and within Health & Safety procedures and use good practice to maintain security of facilities and the Health & safety of self, colleagues and public using our premises.

Kent County Council

Person Specification: *Customer Support Assistant*

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
QUALIFICATIONS	• Educated to GCSE/NVQ level 2 or can demonstrate equivalent depth of knowledge and experience. • ECDL or equivalent IT qualification or can demonstrate equivalent level of skill.
EXPERIENCE	• Experience or understanding of working in a customer focused service.
SKILLS AND ABILITIES	• Able to demonstrate excellent communication and customer care skills. • Able to demonstrate good team working skills. • Able to engage with customers to promote and deliver high quality services. • Able to work within daily schedules and timetable. • Ability to follow instructions and routines without close supervision.
KNOWLEDGE	• Can demonstrate an understanding of Kent Libraries, Registration and Archives services. • Understands Health and Safety and equality legislation relevant to the role.
COMPETENCIES	Conversation and Compassion Specific behaviour: Politeness when dealing with others - whatever level, check for mutual understanding Empowerment and Enterprise Specific behaviour: Have a 'can do' attitude, be positive, deal with things here and now. Tools and Professionalism Specific behaviour: Ensure that your knowledge and skills are kept up to date. People and Partnerships Specific behaviour: Keep communication open, ask questions, listen to answers, act on feedback.

KENT VALUES AND CULTURAL ATTRIBUTES	Kent Values: • 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 Our values enable us to build a culture that is: Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile Curious - constantly learning and evolving Compassionate and Inclusive - compassionate, understanding and respectful to all Working Together - building and delivering for the best interests of Kent Empowering - Our people take accountability for their decisions and actions Externally Focused - Residents, families and communities at the heart of decision making
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