Kent County Council
Job Description: *Celebratory Usher*

Directorate:	**Growth, Environment & Transport**
Unit/Section:	**Libraries, Registration & Archives**
Grade:	**KSA**
Responsible to:	**Assistant Service Manager**

Purpose of the Job:

Provide a meet and greet reception role for all Ceremonies delivered at a Kent Approved Premise and carry out any associated routine maintenance tasks for the premise.

Main duties and responsibilities:

- Act as the main point of contact for guests arriving at the Register Offices and direct them to the appropriate ceremony; ensuring the comfort and safety of guests waiting in the waiting area and monitor the noise levels and behaviour of all guests.

- Display active commitment to a customer focused service by placing the customer at the heart of every aspect of our work.

- Advise guests on the availability of on-site or alternative car parking, assist with the entrance of the bridal party and supervise parking in the designated area.

- Ensure that ceremony rooms and the grounds are kept clean and free of litter at all times. Set out information and direction signs as appropriate to aid visitors to the offices.

- Supervise ceremony parties for their photographs to ensure fair and equal use for all ceremonies of the grounds. Support the ceremonies staff with any matter as requested.

- Be responsible for the security of the building whilst ceremonies/functions are in progress, referring issues as appropriate to the Assistant Service Manager. Open and close the building and make it secure as and when required

- Be responsible for ensuring organisational Health and Safety procedures and good practice are used to maintain security of facilities and the health and safety of self, colleagues and public using our premises

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.

Kent County Council
Person Specification: *Celebratory Usher*

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. • IT literate and competent in the use of Microsoft Office.
EXPERIENCE	• Experience of working within a customer focused service, dealing with high volumes of public interaction, both face to face and on the telephone, in a customer service driven environment.
SKILLS AND ABILITIES	• Able to converse at ease with the public, answer questions and provide advice. • Able to listen, observe and speak confidently to the public • Able to demonstrate good team working skills and adaptability. • Ability to be responsive and deal with a variety of tasks and situations. • Able to apply Health and Safety procedures relevant to the role and that comply with equality policy, procedure and legislation.
KNOWLEDGE	• An understanding of Kent Libraries, Registration and Archives services
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