

Kent County Council

Job Description: Customer Service Officer - Prisons

Directorate	Growth, Environment & Transport
Unit/Section	Libraries, Registration & Archives (LRA)
Grade	KSD
Responsible to	Prison Library Development Manager

Job Purpose

Supervise day-to-day staff and service delivery across prison library sites in Kent.

Accountabilities

1. Ensure Library service points are staffed effectively and efficiently.
2. Supervise activities associated with direct service delivery, including dealing with customer enquiries and prison-specific initiatives.
3. Manage and appraise staff and orderlies, encouraging personal learning, development and teamworking.
4. Work to and within KCC regulations and ensure compliance with the Prison Regime.
5. Use LRA Management Systems and web-based systems to undertake service delivery, and the Prison Quantum system to maintain records.
6. Display active commitment to a customer focused service by placing the customer at the heart of every aspect of our work.
 - Engaging with customers in a friendly, helpful manner.
 - Promoting services to increase the use of KCC resources.
7. Be responsible for delivering services that comply with equality policy, procedure and legislation.
8. Be responsible for ensuring organisational Health & Safety procedures and good practice are used to maintain security of facilities and the Health & Safety of self, colleagues and public using our premises.
9. Identify and report non-compliance of agreed standards for premises and equipment.

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 Service Officer - Prisons

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	<ul style="list-style-type: none">• Educated to GCSE/NVQ level 3 or can demonstrate equivalent depth of knowledge and experience.• ECDL or equivalent IT qualification or can demonstrate equivalent level of skill.
EXPERIENCE	<ul style="list-style-type: none">• Experience of working in a customer focused service.• Experience of supervision.
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Able to demonstrate excellent communication skills.• Able to organise and prioritise own workload in order to meet deadlines and deliver outcomes.• Able to manage staff performance.• Able to demonstrate good team working skills.• Able to engage with customers to promote and deliver high quality services.• Able to accurately record and input data.
KNOWLEDGE	<ul style="list-style-type: none">• Can demonstrate an understanding of Kent Libraries, Registration and Archives services.• Understands Health and Safety and equality legislation relevant to the role.
COMPETENCIES	<p>Conversation and Compassion Specific behaviour: Encourage free-flowing conversation, pick up the phone or go and speak to a colleague.</p> <p>Empowerment and Enterprise Specific behaviour: Delegate and trust staff to deliver, encourage others to succeed and help if needed.</p> <p>Tools and Professionalism Specific behaviour: Ensure that your knowledge and skills are kept up to date.</p> <p>Outcomes and Delivery Specific behaviour: Prioritise and deliver no matter how big or small the task.</p> <p>People and Partnerships Specific behaviour: Keep communication open, ask questions, listen to answers, act on feedback</p>

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>
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