

Directorate: Growth, Environment and Transport

Unit/Section: Growth and Communities

Grade: KSD

Responsible to: Head of GRT Resident Service

Purpose of the Job:

Provide frontline operational support attending routine and reactive site visits to KCC owned GRT sites, and Unauthorised Encampments as needed; maintaining accurate records.

Responsibility for the entering and interrogation of water readings to ensure accuracy for invoicing and to identify where further investigation of anomalies are needed.

Main duties and responsibilities:

1. Complete routine and reactive on-site visits, providing support to frontline team members, and taking accurate notes of discussions with residents and Unauthorised Encampments.
2. Establish excellent professional relationships with residents, and deal with routine enquiries.
3. Assist with accurate gathering water readings on site and process the readings accurately to enable invoices to be raised. Identify and investigate any anomalies and follow up as necessary.
4. Provide support to the team with general office tasks and communications with residents.
5. Follow approved operational processes confidently and diligently, always ensuring adherence, accuracy and attention to detail.
6. Ensure high standard of record keeping and completing all records in a timely manner.
7. Gain and maintain a sound understanding of GRT culture, paying due consideration to culture when communicating with residents, tailoring this as appropriate.

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: Site Visit 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	NVQ 2-3 (or equivalent)
EXPERIENCE	Experience of providing a high standard of customer service. Experience of working in a frontline, operational role
SKILLS AND ABILITIES	Excellent customer care skills, with the ability to deal confidently with customers, both on the telephone and face-to-face at events. Well-developed communication skills, computer skills (Microsoft Word and Excel); organisational and practical skills. Ability to work co-operatively to achieve a mutually beneficial outcome. Ability to work as part of a team as well as being a good self-motivator who is able to work with minimal supervision. Good organisation skills and a high level of personal resourcefulness in taking responsibility for actions. Excellent verbal communication skills and the ability to communicate with people with different levels of literacy and communication ability. Must possess accurate attention to detail, and the ability to follow documented policies and procedures.
KNOWLEDGE	Good knowledge of the issues and constraints that may exist on caravan/Gypsy and Traveller sites. Establish excellent working knowledge of all Service policies and processes.
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>
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