

Kent County Council

Job Description: *Gateway Co-ordinator (Ashford Gateway Plus & Tenterden)*

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| Directorate: | Chief Executive's Department |
| Unit/Section: | People & Communications |
| Grade: | KR9 |
| Responsible to: | Operations Manager (Gateway) |

Purpose of Job:

The Gateway Co-ordinator will be responsible for the day-to-day operation of Ashford Gateway Plus and delivery at Tenterden Gateway. Lead on future Gateway project developments as they arise and work closely alongside Kent County Council departments, public and voluntary sector partners.

Main duties and responsibilities:

- Operational management of Ashford and Tenterden Gateway, working alongside stakeholders and partners to develop effective partnership working practices.
- Management and delivery of the meet and greet function to ensure the efficient running of the first point of contact for customers on behalf of stakeholders and partners.
- Line management of the meet and greet team. Managing the rota, personal development plans and performance management. Provide support and guidance to the team.
- Ensure best practice in customer service, focusing on the customer journey. Develop new partnerships with public and 3rd sector partners to design or improve service provision for residents that comply with equality policy, procedure, and legislation.
- Work with KCC infrastructure to support with building and facilities management to ensure that Gateway is compliant. Responding to emergencies and dealing with as appropriate.
- Budget management to ensure forecasting is accurate, maximise income potential and drive efficiencies.
- Ensure appropriate records are accurately maintained, on a variety of subjects in order to comply with the County Council's policies and procedures and relevant legislation.
- Protect the health, safety and welfare of staff and others by ensuring that all relevant health & safety policies and security procedures are complied with, including risk assessments, and taking appropriate actions to minimise any risks.

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: *Gateway Co-ordinator (Ashford Gateway Plus & Tenterden)*

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 |
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| QUALIFICATIONS | <ul style="list-style-type: none">• NVQ 4 (or equivalent) or relevant professional qualification• Kent Manager - Completed or working towards or be willing to work towards Kent Manager qualification |
| EXPERIENCE | <ul style="list-style-type: none">• IT literate and competent in the use of Microsoft Office• Private/public sector experience of supervising a front-line customer focused enquiry service• Previous experience developing services for complex need resolution• Experience of managing a multi-agency partnership |
| SKILLS & ABILITIES | <ul style="list-style-type: none">• Ability to build excellent working relationships with colleagues at all levels both internal and external to the organisation• Excellent communication skills, both written and verbal• Effective organisation skills with the ability to work effectively within tight deadlines• Ability to recognise complex issues and find workable solutions• Commitment to equalities and the promotion of diversity in all aspects of working |
| KNOWLEDGE | <ul style="list-style-type: none">• Understanding of local government, public service or large organisations' culture and structure• Good level of knowledge of customer care/service expectations and service standards• Good understanding of how to motivate staff in a face to face environment |
| 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> |

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| | <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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