

## Kent County Council

### Job Description

---

|                       |   |
|-----------------------|---|
| <b>Job Title</b>      | <b>Assistant Service Manager</b>              |
| <b>Directorate</b>    | <b>Growth, Environment &amp; Transport</b>    |
| <b>Unit/Section</b>   | <b>Libraries, Registration &amp; Archives</b> |
| <b>Grade</b>          | <b>KR 9</b>                                   |
| <b>Responsible to</b> | <b>Service Manager, Areas</b>                 |

#### **Job Purpose**

Manage the delivery of Library, Registration and Archive services to the required standard, ensuring that the services are cost effective and are focused on the needs of local people. Implement any developments and improvements to the service within the agreed deadlines and in accordance with corporate and service policies and procedures.

#### **Accountabilities**

1. Manage a team of staff, developing and engaging them through support and effective supervision to provide a high quality service in line with LRA's and KCC's priorities and in a way that enhances performance levels.
2. Manage the delivery of the LRA service within a geographical area. For example, by: Efficiently managing systems and procedures for the delivery of all customer services; Supporting the development of local service improvement plans in line with agreed priorities; Monitoring performance against local targets and recommending appropriate action to address any shortfall; Monitoring expenditure and effective use of all resources allocated to the area, ensuring financial procedures are compliant with KCC financial regulations.
3. Ensure all delivery points are staffed effectively and efficiently. Supervise all the duties associated with direct service delivery including dealing with customer enquiries and allocation of work. Investigate comments and complaints and recommend action where appropriate, drafting responses for sign off by the Service Manager if appropriate.
4. Working with corporate colleagues lead on the day-to-day service management of premises and equipment, monitoring and reporting problems, and escalating where issues are not resolved quickly. Liaise with and monitor all contractors whilst on site, for example: grounds maintenance and cleaning.
5. Monitor contracts and service level agreements with commissioned services.
6. Work with the Service Manager and Strategic Manager, Operations to maximise opportunities for increasing income, delivering efficiencies and new service initiatives.
7. Take responsibility for specific areas of work or activities to promote and maintain an effective and co-coordinated approach to the development of customer service initiatives across the County.
8. Display active commitment to a customer focused service by placing the customer at the heart of every aspect of our work. For example: engaging with

customers in a friendly, helpful manner; contributing to public involvement and achieving the best possible outcome for the customer.

**9.** Protect the health, safety and welfare of staff and others using our premises by ensuring that all relevant health & safety policies and procedures are complied with, including risk assessments, and taking appropriate actions to minimise any risks.

## Kent County Council

### Job Description

---

|  |   |
|--|---|
| <b>QUALIFICATIONS</b>                      | Education to GCSE level / NVQ level 3 in Customer Service or equivalent depth of knowledge and experience.  |
|  | Holding, or working toward, an appropriate management qualification or standard such as KCCs Kent Manager or Future Manager programme.  |
|  | IT literate and competent in the use of Microsoft Office.   |
| <b>EXPERIENCE</b>                          | Experience of managing staff in a customer facing work environment.   |
| <b>SKILLS AND ABILITIES</b>                | A highly effective team leader and people manager, able to manage staff performance, support staff development and motivate those working to them.  |
|  | Able to take effective action when identifying areas of practice that do not meet required service standards.   |
|  | The ability to converse at ease with customers, colleagues and contractors, answer questions and provide advice. Is proactive in seeking ways to support colleagues in their work.  |
|  | Able to apply knowledge of customer's needs to influence service delivery.  |
|  | Ability to contribute to and monitor the day to day running of the LRA service efficiently and effectively.   |
|  | Able to promote a positive Health & safety culture within the workplace.  |
|  | Demonstrates and actively promotes an inclusive culture of equal opportunity and access for all.  |
|  |   |
| <b>KNOWLEDGE</b>                           | Good working knowledge of best practice and statutory responsibilities with regard to people management, health and safety and equalities.  |
|  | An understanding of the contributions made by library, registration and archive services.   |
|  | Understands and is able to apply Equality and Health and Safety legislation, policies and procedures relevant to the job.   |
| <b>KENT VALUES AND CULTURAL ATTRIBUTES</b> | <p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>• We are <b>curious</b> to innovate and improve</li> <li>• We are <b>compassionate</b>, understanding and respectful to all</li> <li>• We are <b>strong together</b> by sharing knowledge</li> <li>• We are all <b>responsible</b> for the difference we make</li> </ul> |

|  |  |
|--|--|
|  | <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p> <p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p> <p>(If this document is being used for recruitment purposes, examples of Behaviours which support the Kent Values will need to be demonstrated within the context of this post)</p> |
|--|--|