Kent County Council
Job Description: *Customer Support Assistant*

Directorate: **Growth, Environment and Transport**

Unit/Section: **Libraries, Registration and Archives (LRA)**

Grade: **KSA**

Responsible to: **Customer Services Officer/Supervisor**

Purpose of the Job:

Deliver day to day front of house Libraries, Registration and Archives service.

Main duties and responsibilities:

Act as the first point of contact to engage with all customers in a friendly, helpful manner.

Assist customers with enquiries and in using services to achieve the best possible outcome.

Carry out all the duties associated with direct service delivery. For example, deliver Baby Rhyme Time or Storytime session.

Maintain stock in good order to facilitate access and enhance presentation of service point.

Promote services to increase use of KCC resources.

Supervise volunteers to enhance customer use of services.

Use LRA Management Systems, CaRa and web-based systems to undertake service delivery.

Work to and within KCC financial procedures and regulations, including cash handling.

Be responsible for delivering services that comply with equality policy, procedure and legislation.

Work to and within Health & Safety procedures and use good practice to maintain security of facilities and the Health & 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: *Customer Support 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	• Educated to GCSE/NVQ level 2 or can demonstrate equivalent depth of knowledge and experience. • ECDL or equivalent IT qualification or can demonstrate equivalent level of skill.
EXPERIENCE	• Experience or understanding of working in a customer focused service.
SKILLS AND ABILITIES	• Able to demonstrate excellent communication and customer care skills. • Able to demonstrate good team working skills. • Able to engage with customers to promote and deliver high quality services. • Able to work within daily schedules and timetable. • Ability to follow instructions and routines without close supervision.
KNOWLEDGE	• Can demonstrate an understanding of Kent Libraries, Registration and Archives services. • Understands Health and Safety and equality legislation relevant to the role.
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