

# Kent County Council

## Job Description: Customer Services Development Librarian

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<b>Directorate:</b>	<b>Growth, Environment &amp; Transport</b>
<b>Unit/Section:</b>	<b>Libraries, Registration &amp; Archives</b>
<b>Grade:</b>	<b>KR7</b>
<b>Responsible to:</b>	<b>Service Manager, Areas</b>

### **Purpose of the Job:**

Work with local Area and District teams to develop and deliver quality customer services and activities that promote reading and literacy, digital inclusion and active citizenship.

### **Main duties and responsibilities:**

Lead on local service initiatives, for example:

- develop stock action plans, stock selection and promotion.
- development of library activities plans eg School visits, Talk Times • use allocated resources appropriately.
- Monitor and evaluate stock performance to inform future business plans
- Lead on the management and development of local history collections working with volunteers and other appropriate teams.
- Take a key role to mentor and train customer service staff in stock management and enquiry skills.
- Take a key role for customer service delivery working closely the Assistant Service Manager for staff development and training.
- 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.
- 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 and 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.

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### Person Specification: Customer Services Development Librarian

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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
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Educated to GCSE/NVQ level 3 or can demonstrate equivalent depth of knowledge and experience.</li> <li>• IT literate and competent in the use of Microsoft Office.</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience of delivering and developing customer services.</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Able to converse at ease with the public, answer questions and provide advice.</li> <li>• Able to take effective action when identifying areas of performance that do not meet required service standards.</li> <li>• Able to provide guidance and training to staff.</li> <li>• Able to co-ordinate, manage and evaluate small projects allocating resources appropriately.</li> <li>• Able to demonstrate good team working skills.</li> <li>• Able to organise and prioritise own workload in order to meet deadlines and deliver outcomes.</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• An understanding of Kent Libraries, Registration and Archives services.</li> <li>• Can demonstrate an awareness of current developments in the library sector and national reading and literacy initiatives.</li> <li>• Understands the principles of motivating and developing others.</li> <li>• Understands Health and Safety and equality legislation relevant to the role.</li> </ul>
<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  <b>Curious</b> - constantly learning and evolving  <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>
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**Empowering** - Our people take accountability for their decisions and actions

**Externally Focused** - Residents, families and communities at the heart of decision making