

Kent County Council

Job Description: *Gateway Co-ordinator (The Eden Centre)*

Directorate: Chief Executive's Department
Division: People & Communications
Department: Marketing & Resident Experience (MRX)
Grade: KSG
Responsible to: Operations Manager (Gateway)

Purpose of the Job:

The Gateway Co-ordinator is responsible for the day-to-day operation of The Eden Centre. To develop the centre as a community hub that meets the evolving needs of the local community. Lead on promotion of the centre through community outreach, social media, and engagement initiatives including planning and delivering activities and events. Lead on 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 The Eden Centre, working alongside stakeholders 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 manage Customer Service Advisors across multiple sites. Providing supervision, support and guidance to the wider team.

Manual handling - safely lift, carry and move furniture and equipment including setting up and arranging chairs, tables and other furniture according to event layout.

Ensure best practice in customer service, focussing 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.

Manage the budget - Identify and pursue funding and income-generating opportunities, including room hire, events, and grant applications.

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.

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 his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of the post

Kent County Council

Person Specification: *Gateway Co-ordinator (The Eden Centre)*

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 the criteria.

	CRITERIA
QUALIFICATIONS	<p>NVQ 4 (or equivalent) or relevant professional qualification</p> <p>Kent Manager – Completed, working towards or will complete the Kent Manager qualification</p>
EXPERIENCE	<p>IT literate and competent in the use of Microsoft Office</p> <p>Private/public sector experience of supervising a front-line customer focused enquiry service</p> <p>Previous experience developing services for complex need resolution</p> <p>Experience of managing a multi-agency partnership</p>
SKILLS & ABILITIES	<p>Ability to build excellent working relationships with colleagues at all levels both internal and external to the organisation</p> <p>Excellent communication skills, both written and verbal</p> <p>Effective organisation skills with the ability to work effectively within tight deadlines</p> <p>Ability to recognise complex issues and find workable solutions</p> <p>Commitment to equalities and the promotion of diversity in all aspects of working</p>
KNOWLEDGE	<p>Understanding of local government, public service or large organisations' culture and structure</p> <p>Good level of knowledge of customer care/service expectations and service standards</p> <p>Good understanding of how to motivate staff in a face to face environment</p>
KENT VALUES AND	Kent Values:

**CULTURAL
ATTRIBUTES**

- 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