

## Kent County Council

### Job Description: Customer Service Officer

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

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

Supervise day to day library front of house service delivery and register births and deaths.

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

- Ensure Library service points are staffed effectively and efficiently. Recruit, manage and appraise staff and volunteers, encouraging personal learning, development and team working.
- Supervise activities associated with direct service delivery including dealing with customer enquiries.
- Display active commitment to a customer focused service by placing the customer at the heart of every aspect of our work. Engage directly with customers in a friendly, helpful manner, contributing to public involvement and achieving the best possible outcome for the customer.
- Register births and deaths in accordance with legislation; maintain a working knowledge of national and service standards. Use LRA Management Systems, CaRa and web based systems to undertake service delivery.
- Work to and within Kent County Council (KCC) regulations and ensure compliance with the Registration Acts to account for secure stock, fees, banking and recording of financial information.
- Protect the health, safety and welfare of staff and others using our premises 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.
- Be responsible for delivering services that comply with equality policy, procedure and legislation.

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 Service Officer

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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.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<p>Educated to GCSE/NVQ level 3 or can demonstrate equivalent depth of knowledge and experience.</p> <p>IT literate and competent in the use of Microsoft Office.</p>
<b>EXPERIENCE</b>	<p>Experience of working in a customer focused service. Experience of supervision.</p> <p>The ability to converse at ease with customers, answer questions and provide advice.</p> <p>Able to organise and prioritise own workload in order to meet deadlines and deliver outcomes.</p> <p>Able to manage staff performance.</p> <p>Able to demonstrate good team working skills and adaptability.</p> <p>Able to engage with customers to promote and deliver high quality services.</p> <p>Able to accurately record and input data.</p>
<b>KNOWLEDGE</b>	<p>Can demonstrate an understanding of Kent Libraries, Registration and Archives services.</p> <p>Understands Health and Safety and equality legislation relevant to the role.</p>
<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>

**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

(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)