



- Customer Service Officers (CSOs) manage the day-to-day operations of Libraries and Registration in our 99 service points across Kent
- The role is a very diverse one, which offers the opportunity to be involved in many aspects of our frontline services
- The core aspects of the role involve acting as duty manager within town centre hub libraries, answering customer enquiries, registering Births & Deaths and line management of both frontline staff and branch libraries

- The Registration of Births & Deaths is a core role responsibility for CSOs
- CSOs are trained as Deputy Registrars of Births & Deaths, in accordance with guidelines from the General Register Office (GRO)
- Registration is very much a customer-facing role which gives you the opportunity to meet a wide range of people at key times in their lives
- Attention to detail and ICT skills are crucial to ensure registrations are completed accurately
- Strong customer service and an empathetic approach are key requirements for this role



- Management of frontline staff offers the opportunity to support and develop teams
- Managing branch libraries offers the chance to be involved in overseeing Health & Safety, delivering staff training, managing financial aspects of libraries, overseeing volunteers and other operational aspects such as timetables
- Joining our Libraries & Registration team as a CSO offers the opportunity to work with a wide range of people in a large and supportive team, delivering excellent and highly valued services

Here's a testimonial from one of our CSOs:

"Knowing I'm doing something to help grieving families gives me great satisfaction. The feedback I've received has been overwhelmingly positive – people being so kind in their saddest times. Equally the stories people have shared with me have been so sweet, it's been an honour to do my job."