

## Kent County Council

### Job Description: *Gateway Customer Service Advisor*

**Directorate:** Deputy Chief Executive's Department  
**Division:** Marketing & Resident Experience (MRX)  
**Grade:** KR5  
**Responsible to:** Gateway Co-ordinator for Ashford Gateway Plus & Tenterden Gateway

#### **Purpose of the job**

Deliver a professional and friendly frontline service to customers in a multi-agency environment, ensuring that enquiries are dealt with efficiently and effectively at the first point of contact via all contact methods.

Support the Gateway Co-ordinator with events, promotions, partnership engagement and with the efficient running of the building.

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

Based at Ashford Gateway Plus, Ashford, Kent, TN23 1AS and working a minimum of 1 day a week at Tenterden Gateway, Tenterden, TN30 6HP as and when required.

Interpret enquiries presented by customers to generate appropriate solutions to meet customers' needs. Assess complex enquiries to establish their need for escalation.

Provide information and advice dependent on both customer requirements and service processes. Assist customers to access the services they require, promote online and use of self-service.

Maintain awareness of appropriate service partner information and protocols to ensure that a high quality of service is maintained.

Accurately signpost customers when unable to assist them in the first instance so that they obtain an appropriate response to their query.

Develop excellent working relationships with colleagues and partners both internal and external to the organisation.

Maintain operating standards through effective implementation of KCC's policies and procedures when responding to each contact, to ensure customers are provided with a consistent and efficient service.

Assist with building management such as dealing with contractors. Work and deliver within health & safety protocols for the safety of self, colleagues and the public.

**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 the post

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 GSCE/NVQ level 3 'C' grades or the equivalent in Maths and English Language</p> <p>IT literate and competent in Microsoft Office applications</p>
<b>EXPERIENCE</b>	<p>Working in a customer focused front-line enquiry service face-to-face, via the telephone, email, and web</p> <p>Working within a customer service team alongside other departments</p>
<b>SKILLS &amp; ABILITIES</b>	<p>Ability to engage and converse at ease, answer enquiries and provide advice and guidance</p> <p>Ability to listen, observe and deal sympathetically with distressed, agitated, confused or irate customers</p> <p>Ability to recognise complex customer needs and issues and find workable solutions</p> <p>Able to demonstrate good team working skills and be flexible and adaptable to changing business needs</p> <p>Able to organise and prioritise own workload</p> <p>Able to show commitment to equalities and the promotion of diversity</p>
<b>KNOWLEDGE</b>	<p>Can demonstrate an understanding of local government and public service within the community</p> <p>Can demonstrate a good understanding of what good customer service looks like</p>
<b>Behaviours and Kent Values</b>	<ul style="list-style-type: none"> <li>• We are brave. We do the right thing, we accept and offer challenge</li> <li>• We are curious to innovate and improve</li> <li>• We are compassionate, understanding and respectful to all</li> <li>• We are strong together by sharing knowledge</li> <li>• We are all responsible 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> <p><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> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p>
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