

Kent County Council

Job Description Prison Library Customer Services Officer

Directorate	Growth, Environment & Transport
Unit/Section	Libraries, Registration & Archives (LRA)
Current Grade	KR6
Responsible to	Prison Library Development Manager

Job Purpose

Supervise day to day front of house service delivery ensuring library service points are staffed effectively and efficiently

Accountabilities

1. Supervise activities associated with direct service delivery including dealing with customer enquiries and running prison-specific initiatives.
2. Recruit, supervise and appraise staff, volunteers and orderlies, encouraging personal learning, development and team working.
3. Work to and within KCC regulations and ensure compliance with the Prison Regime. Be responsible for delivering services that comply with equality policy, procedure and legislation.
4. Display active commitment to a customer focused service by placing the customer at the heart of every aspect of our work.
5. Support Prison Library Development Manager in consulting on services, promoting library and delivering reader development activities, engaging with Prison Service partners, ensuring compliance with prison procedures and the Service Level Agreement.
6. 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.
7. Maintain and recover stock and refer stock suggestions to the Prison Library Development Manager. Purchase appropriate stock within prison guidelines as required

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 Prison Library Customer Services Officer

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
Qualifications	<ul style="list-style-type: none"> Educated to GCSE/NVQ level 3 or can demonstrate equivalent depth of knowledge and experience.
	<ul style="list-style-type: none"> IT literate and competent in the use of Microsoft Office.
Experience	<ul style="list-style-type: none"> Experience of working in a customer focused service.
	<ul style="list-style-type: none"> Experience of supervision.
Skills and Abilities	<ul style="list-style-type: none"> The ability to converse at ease with customers, answer questions and provide advice.
	<ul style="list-style-type: none"> Able to organise and prioritise own workload in order to meet deadlines and deliver outcomes.
	<ul style="list-style-type: none"> Able to manage staff performance.
	<ul style="list-style-type: none"> Able to demonstrate good team working skills and adaptability.
	<ul style="list-style-type: none"> Able to engage with customers to promote and deliver high quality services.
	<ul style="list-style-type: none"> Comfortable working in a secure environment and within the boundaries of the prison regime and able to maintain confidentiality and security at all times.
	<ul style="list-style-type: none"> Able to accurately record and input data.
Knowledge	<ul style="list-style-type: none"> Can demonstrate an understanding of Kent Libraries, Registration and Archives services.
	<ul style="list-style-type: none"> Demonstrates good customer care skills and empathy with the client group and is able to apply knowledge of customer's needs to service delivery.
	<ul style="list-style-type: none"> Understands Health and Safety and equality legislation relevant to the role.
KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none"> 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 <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want</p>

	<p>people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>
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