

Kent County Council
Job Description: *Certificate Centre Officer*

Directorate	Growth, Environment and Transport
Unit/Section	Libraries, Registration & Archives
Grade	KSB
Responsible to	Superintendent Registrar

Job Purpose:

Assist the Certificate Centre in producing copy certificates and delivering a certificate enquiry service to the public.

Accountabilities:

1. Advise the public on the requirements and standards for obtaining copy certificates. Ensure the public is fully informed about the full range of copy certificate services that are available.
2. Process certificate orders and issue certificate applications within agreed time scales to ensure delivery to the customer in accordance with published standards.
3. Work to and within Kent County Council (KCC) financial procedures and regulations, adhering to audit requirements, including cash handling.
4. Be responsible for delivering services that comply with equality policy, procedure and legislation. Work to and within Health & Safety procedures and use good practice to maintain security of facilities and the health and safety of self, colleagues and public using our premises.
5. Scan register entries and hand write certificates where required. Use indexes on the ROC and RON databases to trace entries.
6. Answer general enquiries from customers using email, telephone and online ordering systems.
7. Support and participate in the training and development of both new and existing staff to ensure a highly trained, customer focused service.
8. Provide the highest possible standards of customer care to both internal and external customers, ensuring compliance at all times with Registration internal policies, procedures and best practice.

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.

Kent County Council

Job Description: *Certificate Centre 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.

Qualifications	Educated to GCSE/NVQ level 3 or can demonstrate equivalent depth of knowledge and experience.
	IT literate and competent in the use of Microsoft Office.
Experience	Experience of working in a customer focused service.
	Experience of handling sales and payments and ability to complete financial transactions in accordance with KCC financial procedures.
Skills and Abilities	Clear, neat and accurate handwriting and high degree of attention to detail.
	The ability to converse at ease with customers, answer questions and provide advice.
	Able to organise and prioritise own workload in order to meet deadlines and deliver outcomes.
	Able to apply Health and Safety procedures relevant to the role and comply with equality policy, procedure and legislation.
Knowledge	Can demonstrate an understanding of Kent Libraries, Registration and Archives services.
	Understands Health and Safety and equality legislation relevant to the role.
Kent Values and Cultural Attributes	Kent Values: • 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