

Kent County Council

Job Description: Usher

Directorate:	Growth, Environment and Transport
Unit/Section:	Libraries, Registration & Archives (LRA)
Grade:	KR3
Responsible to:	District Development & Services Manager

Purpose of the Job:

Provide a meet and greet reception role for all Ceremonies delivered at a Kent Approved Premise and assist Celebratory Officers with stage management for the Ceremonies.

Main duties and responsibilities:

- Display active commitment to a customer focused service by placing the customer at the heart of every aspect of our work. For example: engaging with customers in a friendly, helpful manner.
- Act as the main point of contact for guests arriving at the Register Offices and direct them to the appropriate ceremony; ensuring the comfort and safety of guests waiting in the waiting area and monitor the noise levels and behaviour of all guests.
- Advise guests on the availability of the alternative car parking, assist with the entrance of the bridal party and supervise parking in the designated area.
- Ensure that ceremony rooms and the grounds are kept clean and free of litter at all times. Set out information and direction signs as appropriate to aid guests.
- Supervise ceremony parties for their photographs to ensure fair and equal use for all ceremonies of the grounds. Support the ceremonies staff with any matter as requested.
- Be responsible for the security of the building whilst ceremonies/functions are in progress, referring issues as appropriate to the District Development and Service Manager or Duty Manager as appropriate.
- Open and close the building and make it secure as and when required.
- Be responsible for ensuring organisational Health and Safety procedures and good practice are used to maintain security of facilities and the health and safety of self, colleagues and public using our premises.

Footnote: This job description is provided to assist the job holder to know what his/her 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: Usher

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"> • Education to GCSE or equivalent in Maths or English. • Can demonstrate a basic level of IT skills.
EXPERIENCE	<ul style="list-style-type: none"> • Experience of working within a customer focused service, dealing with high volumes of public interaction, both face to face and on the telephone, in a customer service driven environment.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Communicate effectively with customers, colleagues and service providers with ability to deal with the public face to face in a high level service delivery environment. • Able to listen, observe and speak confidently to the public. • Excellent organisational skills are required, along with the ability to work as both an individual and as part of a team with colleagues and partners. • Ability to be responsive and deal with a variety of tasks and situations • Able to apply Health and Safety procedures relevant to the role and that comply with equality policy, procedure and legislation.
KNOWLEDGE	<ul style="list-style-type: none"> • Can demonstrate an understanding of the contributions made by library, registration and archive services. • Has a working knowledge of good practice and customer service with regard to health and safety and equalities.
COMPETENCIES *	<p>Conversation and Compassion</p> <ul style="list-style-type: none"> • Specific behaviour: Politeness when dealing with others - whatever level, check for mutual understanding. <p>Empowerment and Enterprise</p> <ul style="list-style-type: none"> • Specific behaviour: Have a 'can do' attitude, be positive, deal with things here and now. <p>People and Partnerships</p> <ul style="list-style-type: none"> • Specific behaviour: Be customer-focused. <p>Outcomes and Delivery</p> <ul style="list-style-type: none"> • Specific behaviour: Prioritise and deliver no matter how big or small the task.
BEHAVIOURS AND KENT VALUES	<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

	<ul style="list-style-type: none">• We are all responsible for the difference we make
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