

Directorate: Growth, Environment and Transport

Unit/Section: Libraries, Registration and Archives (LRA)

Grade: KR7

Responsible to: Service Manager District

Purpose of the Job:

Work with specialist and local Area teams to develop and deliver quality, outcome focused customer services and activities that promote reading and literacy, digital inclusion, active citizenship and sustainable communities.

Main duties and responsibilities:

- Engage customers and use local knowledge as part of an area team to help develop a service plan that is tailored to local needs, delivering effective outcome-focused partnerships, targeted outreach and advocacy to improve the customer experience.
- Monitor and evaluate performance (e.g. KPIs & outcomes) to inform and develop local customer service, business and stock plans to drive continuous improvement.
- Champion our digital resources and, working with staff and volunteers, develop and deliver local digital inclusion initiatives to enhance and promote our digital offer.
- Develop and ensure delivery of outcome-focused physical and digital activities/events, targeted outreach and advocacy, to promote our services and engage new customers.
- Enhance skill base of customer service staff through mentoring and training to address skill gaps identified collaboratively with Service Manager and Assistant Service Manager.

- Ensure good coordination between operational and specialist teams to maximize efficiency and deliver an excellent customer experience and maximise the reach of LRA services.
- Develop local history and stock collections using allocated resources and work with volunteers to enhance and promote the local studies offer.
- Ensure organizational Health & Safety procedures and practices are used to maintain the Health & 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.

Kent County Council

Person Specification: Customer Services Development Librarian

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/Diploma level 3 or can demonstrate equivalent depth of knowledge and experience.• GCSE or equivalent IT qualification or can demonstrate equivalent level of skill.
EXPERIENCE	<ul style="list-style-type: none">• Significant experience of developing & delivering customer services.
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Able to take effective action when identifying areas of performance that do not meet required service standards• Able to engage with customers and colleagues in an appropriate manner to ensure high quality service delivery• Able to provide guidance and training to staff• Able to co-ordinate, manage and evaluate small projects allocating resources appropriately.• Able to multi-task, organise and prioritise own workload in order to meet deadlines and deliver outcomes.• Good team working skills.
KNOWLEDGE	<ul style="list-style-type: none">• Awareness of current developments in the library sector locally, regionally and nationally• Understands the principles of motivating and developing others.• 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